Compact Contact Center V5

Call Center View

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Table Of Contents

Introduction **1**
General 1
Starting CCC User Access 2

Call Center View (CCV) **5**
Starting Call Center View 5
Introduction 5
Starting Call Center View 6
To Connect Using an Existing Profile: 7
To Create New Profile 7
Undefined Directory Numbers 7
Call Center View Main Screen 8
Group Membership Analysis 9
Administering CCV 10
File Menu Options 11
Send Message 11
Supervisor Messages 11
Network Details 11
Call Back Request/Lost Calls 12
Profile 14
Logon Profile 14
Create New Profile 15
Remove Profile 15
System Admin 16
Reset Stats 16
PCA Target Time 17
Answer Time 18
Lost Call Threshold 19
Lost Email Threshold 20
Log Off Time 21
Reset Time 21
Delegate Authority 21
Set Up Call Center View 22
Language 22
Wallboard Msg Database 22
User Data Path 22
Show Network Details on Start-up 23
Group List 23
Trunk Group List 25
Group Display 27
RTS Display 29
Group Status (Percentage) 31
Queue Monitor 32
Queue Display 34
BLF Details 35
DN Activity 37
Alarm Trip Points 38
WB Alarm Scripts 48
Default Settings 55
View 55
General 55
Modify Configuration 56
Change State Colours 56
Group Monitor 57
Trunk Group Monitor 70
Queue Monitor 77
BLF Details 80

Dn Activity 83
Alarm List 83
Group Performance 86

Glossary 87

Introduction

General

Compact Contact Center (CCC) modules provide the user with the necessary tools to facilitate the management of call traffic. They are designed to provide a tightly integrated real time and historic reporting package and wallboard support for the eBusiness digital communications platform. The product consists of a set of fully integrated modules sharing a common database utilising Interactive Directory and Database (IDD) technology.

The suite of modules consists of the following applications:

- **Call Center View (CCV)**
  Provides a management package for telephone based staff and supports any size Customer Facing Department (CFD) or contact center. To effectively control customer service levels, real time human resource management is essential and the Call Center View has been specially designed to manage the CFD's or contact center's most valuable and expensive asset – it's people.
- **Call Center View Alarm Reporter**
  Provides information (for each Contact Center Profile) about alarms that have occurred within the Compact Contact Center. The detailed alarm information for each directory number is presented in report format, which can then be printed.
- **Wallboard Manager**
  Real time information from the call center is essential to react to constantly changing telephone traffic levels and provide excellent customer service. Wallboards allow managers and staff to monitor the service being provided and respond immediately. Wallboards provide current information on the number of calls waiting, response times and service levels. Wallboard Manager provides the ability to drive physical wallboards and PC wallboards.
- **PC Wallboard**
  The PC Wallboard delivers traditional wall mounted wallboard functionality to the desktop but with the additional benefit of each PC Wallboard agent being able to configure and monitor a personalised view of the contact center. The PC Wallboard also enables agents to increase their productivity and maintain revenue levels with the added benefit of managing customer callback requests.
- **Reporter**
  This module provides in depth historical reporting on contact center activity. In addition to call information, the Reporter also reports on agent activity. This powerful package allows individual call records to be stored and reported upon months later.
- **CCC User Access**
  CCC User Access allows storage of personal Call Center View and Wallboard settings. It also establishes user rights and password protection for Call Center View, Wallboard and Alarm Reporter software.
- **Workforce Management – Blue Pumpkin**
  Workforce Management Interface allows integrated rostering, forecasting and scheduling systems to connect across the LAN to a comma separated variable (CSV) file containing a list of Contact Center related metrics.
- **Multimedia Module**
  MultiMedia Module (MMM), is a customer contact software solution that enables companies and departments to manage multimedia contacts into and out of the organization. MMM provides applications that manage Telephony, E-mail and Web Call Back communications. For installation of MultiMedia Module, refer to the separate Installation Manual.

For installation and administration of the MultiMedia Module, refer to the separate set of manuals for MultiMedia.

Starting CCC User Access

CCC User Access is available on all Server and Client PCs. It allows storage of personal Call Center View profiles and Wallboard settings.

Initially, on each PC, Administrators can log on by entering the following:

Name: Admin **Password:** NMYSBH

CAUTION: When you log on as Administrator for the first time, it is recommended that you **change the password**. The new password must be recorded and kept in a secure place.

As an administrator you have the ability to change all set up screen and run the CCV Alarm Reporter application.

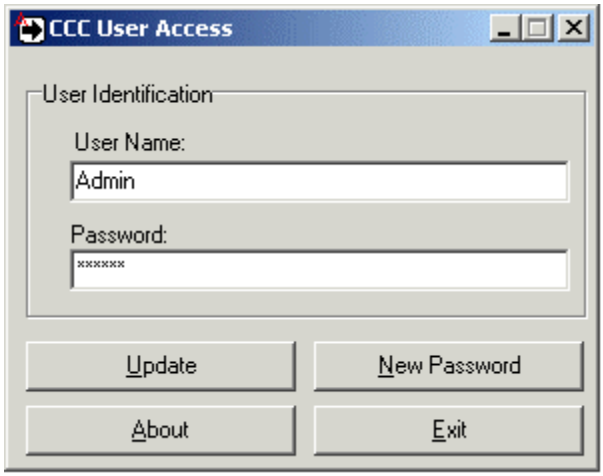
You can also log on with any name and no password is required. As you are not logged on as an administrator, CCV Alarm Reporter cannot be run and the following setup screens are not available.

- WB Alarm Scripts
- Alarm WB Destination
- Alarm Settings
- Default Settings.

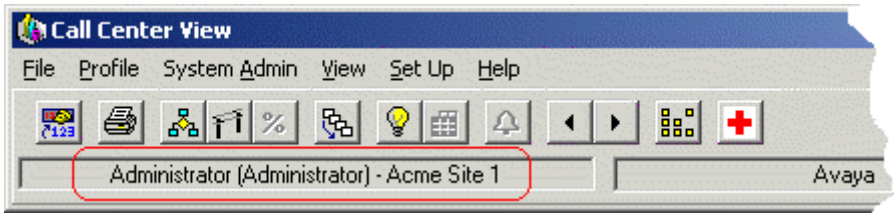
To log on using CCC User Access:

1. Double click on the CCC User Access Icon

showing on the toolbar. If this is not visible double click the same Icon on the desktop and then double click on the toolbar Icon (which should now be visible).
2. A CCC User Access screen will be shown. For Administrator rights the User Name must be **Admin**. A password box will appear. Enter the default password (NMYSBH) and the **Update** button will become active. Click on it to update the user identification.



3. The **new password must be recorded and kept in a secure place.** To change the password, click on the **New Password** button, enter your new password and confirm the change.
4. When you have logged on as either Administrator or Supervisor, the status will appear at the bottom of the CCV task bar as follows:



Call Center View (CCV)

Starting Call Center View

Introduction

CCV provides the customer with the combination of real time service monitoring and resource management. A supervisor can manage and improve the service they provide with full real time visibility of all of their resources whether the resources are equipment or people.

For a supervisor to effectively manage staff who spend a significant amount of their time on the telephone, the availability of real time information is essential. The CCV allows the supervisor to balance their resources (i.e. staff against the traffic level of incoming calls) and therefore improve customer service and reduce cost.

When CCV is launched, the user is presented with a registration screen at which they enter their profile name. The telephone switch database, the user's configuration as well as the call statistics for that day is loaded on to the CCV. The real time screens contained within the CCV are as follows:

- **General Screens**
  Alarm Handling, DN Activity, BLF Details and Callback Request.
- **Agent Based Screens**
  Group Monitor, Individual Agent Details, Agent Group Details, Percentage Time in State, Real Time Status, Individual Agent Group Details, Group Status (Percentage), and Group Performance Monitor.
- **Queue Based Screens**
  Queue Monitor and Individual DDI Details.
- **Trunk Related Screens**
  Trunk Group Monitor, Group Status (Percentage), Individual Trunk Group Details, Individual Trunk Details and Real Time Status.

When CCV is first started you need to create a Profile for the user and then set up the program for the user.

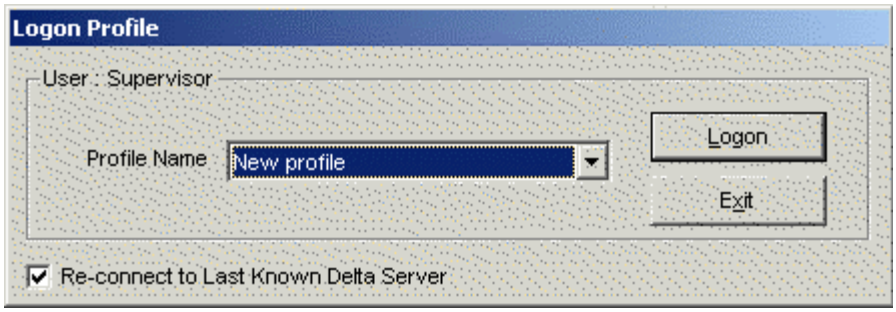
Starting Call Center View

Before starting Call Center View (CCV), you **must** ensure the Delta Server is running on the Server PC.

Call Center View is started by:

1. Click the **Start** button on the Windows taskbar.
2. Point to **Programs**.
3. Point to **CCC**.
4. Click **Call Center View** from the sub-menu.

When you start Call Center View the Login Profile screen will be displayed. From this screen you can logon using an existing profile or create a new profile.

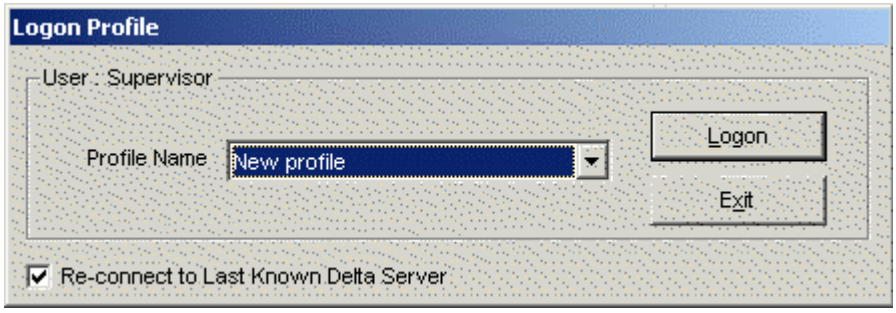


Notes:

1. If the *Reconnect to last known Delta Server* option is selected, then the Call Center View will automatically connect to the last connected Delta Server.
2. If the Reconnect to last known Delta Server option is NOT selected, then the Search screen appears indicating the Call Center View is searching for the Delta Server(s). Once the Delta Server(s) has been located, the Find Server screen appears listing the available server(s). Select the required server and then click the Connect button. If your required Server is not listed, click the Advanced button. Select one of the search options and then click the Search button.
3. Profile Names and their individual configuration are only saved in the PC hosting the CCV application.

To Connect Using an Existing Profile:

1. Click the pull down arrow to display a drop down list of the existing profiles.
2. Select the required name and then click the *Logon* button.
3. The Loading Setup Details screen appears.



4. Select the required profile from the drop down list.

5. The *Find Server* menu is displayed. Highlight the required server and click on **Connect**.

To Create New Profile

1. Select the profile name **New Profile**, and click the **Logon** button.
2. Enter a Profile Name, and then click the **Create** button.
3. Click **Yes** to create the New Profile name and then the Loading Setup Details screen appears.
4. The *Find Server* menu is displayed. Highlight the required server and click on **Connect**.

Note: From within Call Center View a profile can be added, changed or deleted from the **Profile** menu.

Undefined Directory Numbers

Once CCV is running, the directory numbers information from the IP Office are downloaded automatically via Delta Server.

As a **New Profile**, the **Set Up** screen provides only the information received from the IP Office. The **View** options will be enabled once the Set Up screens are configured.

As an existing Profile, **Undefined** will be displayed in the configured Set Up and View screen(s) until all the directory number information is downloaded from the telephone switch.

Call Center View Main Screen

This section provides an overview of all elements on the CCV screen, such as menus, toolbar buttons and the information bar.

Call Center View
File Profile System Admin View Set Up Help
Administrator (Administrator) - Acme client
Avaya
13:27 Wed 09 June, 2004

Descriptions of the toolbar buttons are displayed on-screen when the mouse pointer pauses on them. The buttons on the toolbar are as follows:

- **Send Message**
  Enables you to send a message to a Wallboard Device.
- **Print a Screen**
  Enables you to print the current screen.
- **Group Monitor**
  Enables you to monitor the selected agent groups.
- **Trunk Group Monitor**
  Enables you to monitor selected trunk groups.
- **Real Time Status**
  Enables you to monitor a summary of the percentage of agents as well as trunks in each state.
- **Queue Monitor**
  Enables you to monitor a directory number's (Groups, Trunks or Agents) response statistics in real time.
- **BLF Details**
  Enables you to monitor the real time status of directory numbers.
- **Dn Activity**
  Enables you to monitor the status of the directory numbers in greater detail.
- **Alarm List**
  Enables you to see the chronologically listed alarms.
- **Prev Details/Next Details**
  Enables you to select the next or previous screen.
- **Set Up**
  Enables you to configure/edit the configuration for a particular screen.
- **Group Membership Analysis**
  Analyses the configuration of the telephone system ensuring consistencies throughout and preventing issues that may cause incorrect data input into the historical database – un-named members or duplicate entries in groups.
- **Alarm Indicator Status**
  Indicates the alarm status.

The information on the status bar displays the following:

User Name (Access Level) and Profile Name; Site Name (from License file) and Time and date.

The following menus are detailed:

- System Admin
- View
- Set Up

Group Membership Analysis

The telephone switch Analysis option analyses the configuration of the programming. It displays any problems; therefore, ensuring inconsistencies are eradicated throughout which will prevent issues that may cause incorrect data input into the historical database.

The telephone switch Analysis will highlight the following inconsistencies:

- Un-named Agent devices;
- Mixed device types i.e. Agent and Trunk devices within the same group.
- Click telephone switch Analysis icon .
- Click **Refresh** to ensure the displayed information is up to date.
- Click to display a description of the icons and ✓ for both the Agent and Trunk groups.
- Click again to remove the description.

Agent Groups

✓✓This indicates that group members are of the same device type and all members are named.

(on left hand column) One or more group members are of differing device types (Trunk/Agent, etc.)

(on right hand column) Either the group is unnamed or any one of its members is unnamed.

Further telephone switch Analysis is provided within the Real Time Status for Agent Group Membership.

Trunk Groups

✓✓This indicates that group members are of the same device type and all members are named.

(on left hand column) One or more group members are of differing device types (Trunk/Agent, etc.)

Note: ✓ on the right hand column will always be ticked, as Trunks are not normally named.

Administering CCV

Configuring Call Center View for a User's Profile

1. Ensure you are logged onto CCC User Access.
2. Start the Call Center View application, create the User's Profile and configure the CCV according to the User's requirements. See Set Up Call Center View.
3. Ensure you **Save** the configuration in each Set Up screen.
4. Exit the CCV application.

Function Keys

Some functions may be selected by pressing the shortcut function keys listed on the menu to the right of the command.

- **F1** – Help
- **F2** – Print current screen
- **F3** – Next screen
- **Shift + F3** – Previous screen
- **F4** – First Alarm

Help

The Call Center View **Help File** uses a context-sensitive help format. This means that you can obtain detailed information about any of the CCV screens. You can access Help in two ways:

With the screen displayed, press **F1**

or

From the menu bar, click **Help**, and select the required information. The Help topic for the selected option will be displayed.

File Menu Options

Send Message

This option enables you to send a message to the Default Wallboard device, as well as any active PC Wallboard(s).

See the CCC System Administrator's Manual for setting a wallboard device as default.

1. From **File** menu, select **Send Message**, the Send Message screen appears.
2. Place the cursor in the Message text box; type your required message.
3. Duration is the length of time your message is listed on the Schedule List. The message will be displayed on the relevant wallboard(s) with respect to the Priority Level of the Scheduled Messages. To alter the Duration, in seconds, of your message on the Schedule List, click the spin button until the required time is achieved.

Either

4. Select **Standard Message**
   Click on **Destination** and the Wallboard Server Browser menu is displayed. Double click on the appropriate Server to open it and then double click on the required Wallboard (Spectrum, Ferrograph or AdvaTel). Click on **Done** and then click **Send**. The message will be displayed on **all active PC Wallboards** as well as all the selected Spectrum, Ferrograph or AdvaTel Wallboards within the Alarm Settings option of the Wallboard Server.

Or

5. Select **Supervisor Message**
   Click on **Agent ID** and the Wallboard Server browser menu is displayed. Double click on the appropriate Server to open it and then double click on the required option to send the message to a specific active PC Wallboard. The Agent's ID appears grayed out in the box next to **Agent ID**. Click on **Done** and then click **Send**. (You could also use **Destination** as above, but only selecting the specific PC Wallboard).
   - **Audible Alert.** Enables/causes the selected active PC Wallboard to provide an audible warning.

Supervisor Messages

This option is not currently supported.

Network Details

To open the Network Details screen, from the **File** menu, select **network Details**. The Network Details screen displays the following information:

- **Connection -** The PC hosting Delta Server that the CCV is connected;
- **Dn Activity -** The download of the directory number information.

Call Back Request/Lost Calls

Call Back Request/Lost Calls

The Call Back Request feature, when used in conjunction with Voicemail Pro, allows the supervisor to view a list of incoming callers who have selected the option of call back. The set up in Voicemail Pro requires the reporting tab of any action in a callflow to have the option **request to call back the current caller** selected. CCC will then keep a record of the callers CLI, if provided. Further details are available in the IP Office Voicemail Pro Installation and Administration manual.

Call Back Request feature can also be utilised in conjunction with the PC Wallboard to allow the supervisor to assign callback messages to the agents that are logged on to the PC Wallboard application. Further details are available in the Wallboard Manager Manual for the administration of the callback messages.

This option enables you to administer a list of callback messages received from Voicemail Pro, as well as to assign call back messages to the agents via the PC Wallboard.

The Lost Calls feature allows a supervisor to view a list, containing all the available data, of all incoming calls to an agent/group that are lost or abandoned by the caller. They can then action the call to a Call Back list and assign to a user.

Create a Call Back Request message

1. From the **File** menu, select **Call Back Request** and the **Call back Request** tab.
2. In the **Add Call Back Request** section, use the spin buttons to select the **Dn Name** and enter the incoming CLI number for the agent to call back the client in the **Add CLI** box.
3. Click **Add** to include it to the Call Back Request list and either repeat step 2 for further agents/groups or click **Close**.

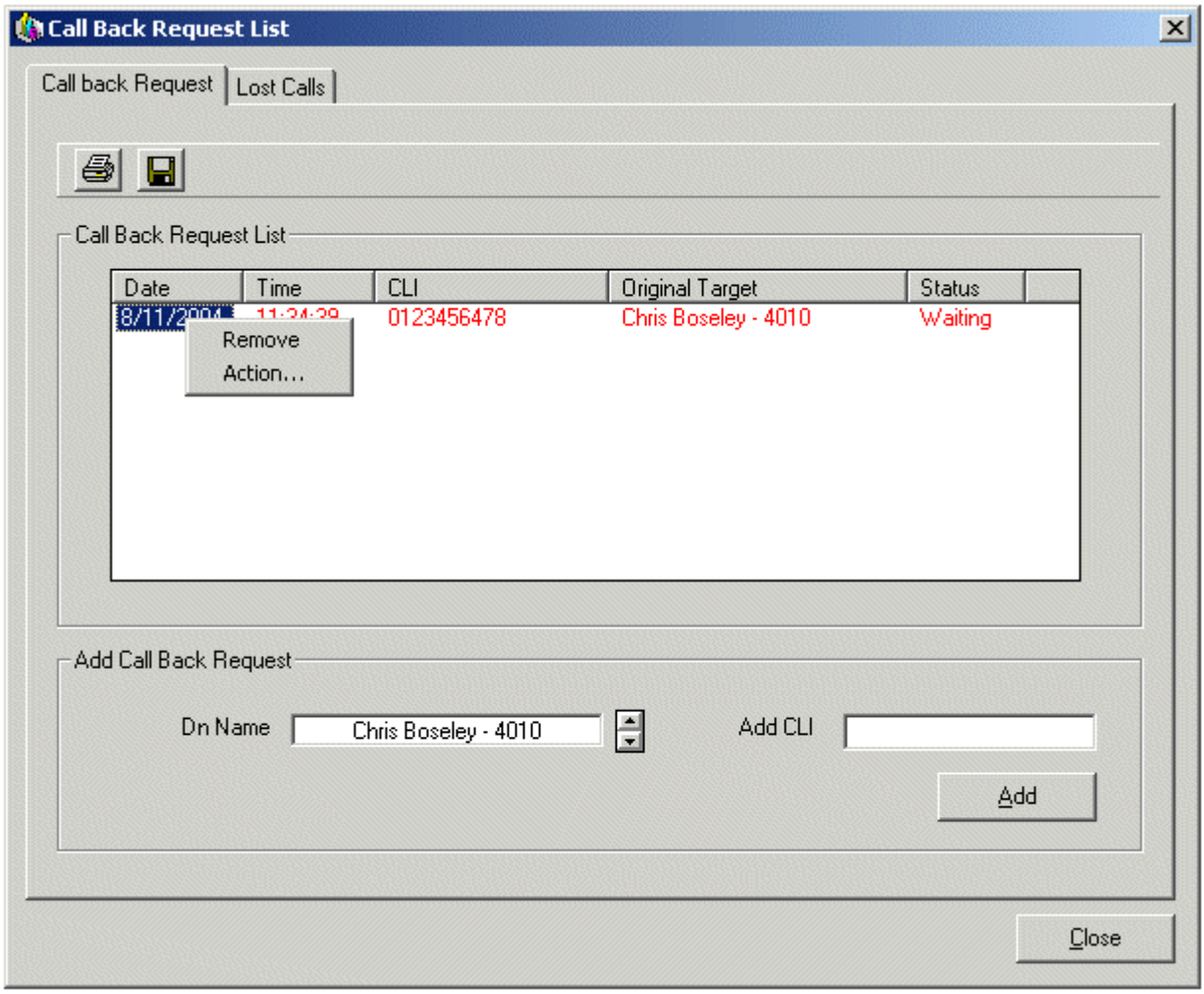
The Callback Request List displays the following information:

- **Date:** The date when the callback request arrived
- **Time:** The time when the callback request arrived
- **CLI:** The Calling Line Identity, i.e. the telephone number, of the caller requesting the callback option
- **Original Target:** The Directory Number /Name that the incoming call was originally targeted at i.e. the agent group or voice manager group
- **Status:**
  - **Waiting -** Callback Request message waiting to be assigned to an agent.
  - **Actioned -** Callback Request message that has been assigned to an agent.
  - **Cleared -** The agent has dealt with the Callback Request.

Assign a Callback Request message to an Agent

A Callback Request message can be assigned to an agent.

1. Click on the date of the Callback Request to select it.
2. Right click the item and select **Action** from the menu.



Note: If **Action** is grayed out, this Callback cannot be forwarded to an agent since it contains non-numerical characters

3. From the Wallboard Server Browser screen, select the PC wallboard to send the message to.
4. Once selected click **Done** to send the Callback Request message.

Remove Callback Request Message/Lost Call

To remove an item from the list, right click the item and then select **Remove** from the list of the popup menu.

Print a Screen

Ensure a printer is available either locally (i.e. connected to the PC hosting the CCV) or remotely (i.e. connected within the network).

By default, the print buttons (on the toolbar) will be enabled when you open a screen incorporating the Print option.

To print a current screen either, from the toolbar, click ; or select **Print**; or from the keyboard, press **F2**.

Save Callback Request/Lost Call List

When the Call Back Request or Lost calls List is saved by clicking on the disc icon, a file is created called callback.dat or lostcalls.dat respectively. The data is saved as comma separated text. The file shows historic data as new information is appended to the end of the file.

The default file location is:

C:\Program Files\Avaya\IP Office\CCC\Call Center View\Operator\Administrator*Name of user*\Callback.Dat

Lost Calls List

1. From the **File** menu, select **Call Back Request** and the **Lost Calls** tab.
2. Details of all lost calls are displayed. Highlight an entry and right click to either **Remove, Add Call Back Request** or **Remove All**.

The Lost Calls List displays the following information:

Seq: A sequential list of lost calls. If **Remove** is used the list is recalculated. With more than one lost call from the same source, only one entry is made in the list. If same 'lost call' rings and the call is answered, the entry is removed from the list. A CLI must be attached to the incoming string for an entry to be made in the list.

Date: The date when the callback request arrived

Time: The time when the callback request arrived

CLI: The Calling Line Identity, i.e. the telephone number, of the caller requesting the callback option

Original Target: The Directory Number /Name that the incoming call was originally targeted at i.e. the agent group or voice manager group

DDI: The DDI used by incoming call

Trunk: The identity of the trunk used to handle the incoming call.

Profile

This section details the **Profile** options within the CCV. The options are:

- Log on a different Profile
- Create a new Profile
- Remove a Profile

Logon Profile

This option enables you to change the CCV Profile without having to exit the application.

1. From the **Profile** menu, select **Logon Profile**, the Logon Profile screen appears.
2. Click the pull down arrow to display a drop down list of the existing Profiles.
3. Click the required name, then click **Logon**.
4. The CCV loads the new Profile's configuration and the call statistics for that day.

Create New Profile

This option allows you to create a new Profile. However, you need to have logged onto CCC User Access with the user name of Admin.

1. From the **Profile** menu, select **Create Profile**, the Create Profile screen appears.
2. Type in a user name, click **Create**.
3. From the confirmation screen, click **Yes** to create the Profile.
4. From the confirmation screen, click **No** to return to Create Profile screen, to modify the name.

Remove Profile

This option allows you to remove a Profile. However, you need to have logged onto CCC User Access with the user name of Admin.

1. From the **Profile** menu, select **Remove Profile** and the Remove Profile screen appears.
2. Click the pull down arrow to display a drop down list of the existing Profiles.
3. Click the required name, then click **Remove**.
4. From the confirmation screen, click **Yes** to remove the Profile.
5. From the confirmation screen, click **No** to cancel the confirmation screen.

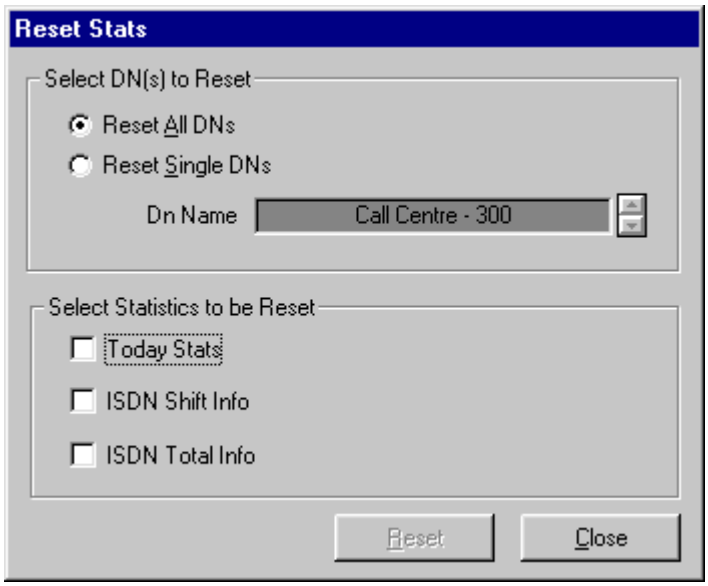
System Admin

Through the Set Admin menu you can:

- Reset Stats
- Set the PCA Target Time
- Set the Answer Time
- Set the Lost Call Threshold
- Set the Lost Email Threshold
- Set the Log Off Time
- Set the Reset Time
- Delegate Authority

Reset Stats

This option allows you to reset the statistics for a selected directory number. From the **System Admin** menu, select **Reset Stats**, the Reset Stats screen appears.



Select Directory Number

You can either reset the call statistics for all the directory numbers or an individual one.

- **Reset All DNs**: This enables you to reset the call statistics for all the directory numbers within the telephone switch. This is the default setting.
- **Reset Single DNs**: This enables you to reset the call statistics for an individual directory number within the telephone switch. To select an individual directory number, double click **Dn Name** text box and follow the instructions detailed Select Agents/Groups/Trunks. Alternatively, use the spin button until the required option appears in the left-hand box.

Select Stats

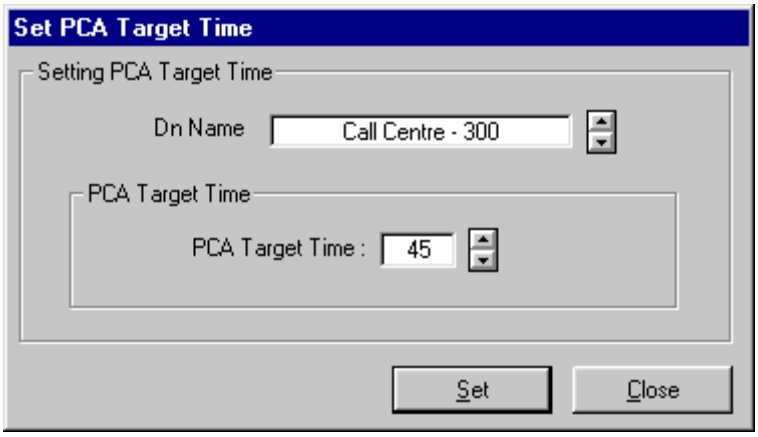
There are three Reset Statistics options:

- **Today Stats -** Resets all the statistics of the day (e.g. Lost calls), excluding ISDN information;
- **ISDN Shift Info -** Resets all the ISDN related information of the day (e.g. Last Call Cost);
- **ISDN Total Info -** Resets the total ISDN information since the last reset (e.g. Total Lost Records).

1. To select any of the options, click ☐ associated with that option.
2. To deselect any of the options, click ☑ associated with that option.
3. Once you have selected your option(s), click *Reset*.
4. Click *Yes* to confirm your request.
5. Click *No* to close the confirmation screen.

PCA Target Time

This option allows you to set PCA (Percentage of Calls Answered) Target Time for any directory number within the Telephone switch. From the **System Admin** menu, select **Set PCA Target Time**, the Set PCA Target Time screen appears.



Select Directory Number

To select an individual directory numbers, double click **Dn Name** text box and follow the instructions detailed Select Agents/Groups/Trunks. Alternatively, use the spin button ▲▼ until the required time appears in the left-hand box.

Set PCA Target Time

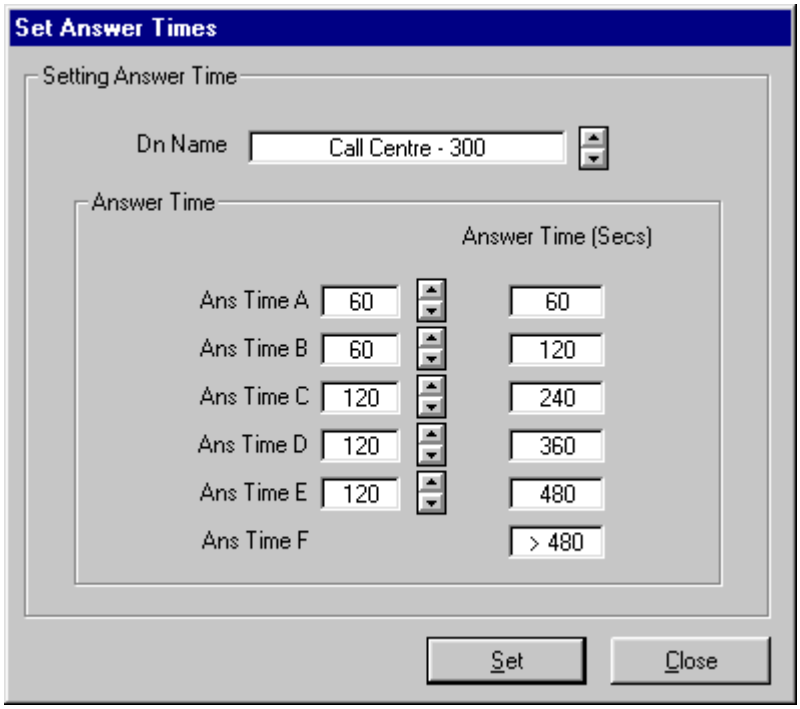
PCA Target Time sets the time, in seconds, and is used to calculate the directory number's PCA (service level). By default, **PCA Target Time** is set to 45 seconds. The range is 1–360 seconds.

1. To change the PCA Target Time, click and hold the mouse on the spin button ▲▼ until the required time appears in the left-hand box.
2. Once you have selected your time for the selected directory number, click *Set*.
3. Click *Yes* to confirm your request.
4. Click *No* to close the confirmation screen.

Answer Time

Each DDI must be directed to a unique group to use this functionality. The Answer Time (Secs) reflects a successive cumulative sequence of answer time bandwidth. It indicates the number of DDI calls were answered within the time bandwidth.

From the **System Admin** menu, select **Set Answer Times**, the Set Answer Times screen appears.



Select Directory Number

To select the directory numbers, double click **Dn Name** text box and follow the instructions detailed Select Agents/Groups/Trunks. Alternatively, use the spin button until the required option appears in the left-hand box.

Set Answer Time

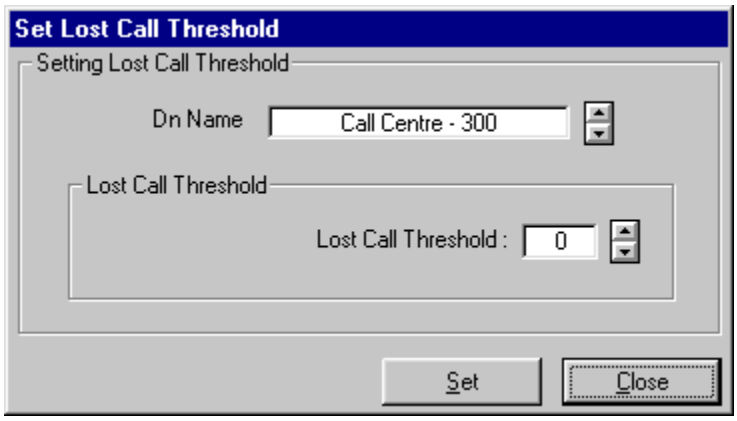
The left-hand column enables you to change the bandwidths A to F individually. The right hand column displays the cumulative answer time boundaries as monitored on Dn Activity as well as Individual DDI Details View screens.

1. To change the Ans Time (A–F), click and hold the mouse on the spin button until the required time appears in the left-hand box. The time changes in 1 second intervals. The range is 1-120 seconds
    - **Note:** When you alter one of the Answer Times (e.g. Ans Time C) the others down from the selected one (i.e. Ans Times D, E and F) also change by the same value.
2. Once you have selected your time for the selected directory number, click *Set*.
3. Click *Yes* to confirm your request.
4. Click *No* to close the confirmation screen.

Lost Call Threshold

This option allows you to set a threshold, for use in the GOS/PCA calculations, at which a call is deemed to be lost. A user will enter a time between 1 and 60 seconds and calls that are abandoned during this threshold will not have any affect on Grade of Service statistics. The default setting for the minimum lost call threshold will be disabled (i.e. 0 seconds). The setting will only apply to Real Time statistics.

Note: Any change to the Lost Call Threshold will be applied to **all profiles** as it is a system wide setting that is stored on the Delta Server.



1. From the System Admin menu, select **Set Lost Call Threshold**.
2. To select the directory numbers, double click **Dn Name** text box and follow the instructions detailed Select Agents/Groups/Trunks or click the spin button to obtain the required **DN Name**. Click **Set**.
3. To change the Lost Calls Threshold, click the spin button to obtain the required number.
4. Click **Set** to finish.

Note: Changes to this option are only available when logged on as an administrator.

Lost Email Threshold

To report on Lost Emails both real time and historically, CCV offers the ability to set the lost threshold value for an Email Pilot Number. The minimum threshold set for emails that are not answered within a set period will be deemed as lost. Emails are considered lost each time the threshold is met, so if an email is not answered for three days, yet the threshold is one day, the email will be considered lost three times.

Note: Any change to the Lost Email Threshold will be applied to **all profiles** as it is a system wide setting that is stored on the Delta Server.

1. From the **System Admin** menu, select **Set lost Email Threshold**.
2. To change the Lost email threshold, select from the drop down list to obtain the required time. The range is between half a day and five days, set in half day increments.
3. Click **Set** to finish.

Note: Changes to this option are only available when logged on as an administrator.

Log Off Time

The Log Off Time option allows the administrator to define what the closing time will be. When the closing time is reached any agents not on calls but in the ready state will automatically be logged off. Any calls that are in progress or still in the queue at this time will be serviced before the agents are logged off. If they are in a Busy Wrap-Up or Busy Not Available mode they will not be logged off. When 15 minutes after closing time has passed, any agent still on calls will not be logged off when they finish their calls and will need to manually log off.

The log off time can be enabled by a tick box (default disabled). The setting is a system wide setting and cannot be applied to individual groups.

1. From the **System Admin** menu, select **Set Log Off Time**.
2. To set the time, click the spin button to obtain the required time (24 hour clock).
3. Tick the **Enable** box and click **Set** to finish.

Note: Changes to this option are only available when logged on as an administrator.

Reset Time

This option allows you to define the daily reset time for the CCC statistics.

1. From the **System Admin** menu, select **Set Reset Time**, the Set Reset Time screen appears.
2. To change the time, highlight the fields individually, Hour:Minute, then click the spin button to obtain the required time.
3. Click **Set** to confirm your request.
4. Click **Close** to close the confirmation screen.

Delegate Authority

This option is not currently supported.

Set Up Call Center View

This section explains the Call Center View Set Up screens and the necessary steps for configuring the program. On startup, the directory numbers database is automatically downloaded from the Telephone switch via the Delta Server to the Call Center View.

All the Set Up screens have a **Print** option. This will enable you to print the current **Set Up** screen.

Each Set Up screen has a **Save** option. When selected, the configured information for the logged on **Profile** is saved in the hard drive of the PC or in the Network drive and will override the previous configuration. However if **Save** is not selected, when exiting Call Center View application (or logging on a different **Profile**), then the configured details are lost for the current **Profile**.

Set Up screens have **Next** and **Previous** options. These allow you to move forward to the next or back to the previous screen, without exiting the current screen.

To display the selected directory numbers, without blank spaces (i.e. Not Initialised) between entries, click **Compact**.

The main setup screens are shown in the table below.

RTS Display	BLF Details	Alarm WB Destination
Group Status (Percentage)	DN Activity	Alarm Settings
Queue Monitor	Alarm Trip Points	State Details
Queue Display	WB Alarm Scripts	Update Periods

Language

This option enables you to select a different language if the Call Center View incorporates multi-language facility. By default, the Language is set to English.

From the **Set Up** menu, select **Language**. Click the required language.

Wallboard Msg Database

When you choose this option from the Set up menu, you will need to select the wallboard database from the dialogue box. Once selected, click on the open button.

User Data Path

This option enables you to access the Call Center View Profiles across the network.

Once the Network path has been established, every User (regardless of their Access Level) needs to perform the following instructions from their own PC (to gain access to their individual Profile):

1. Start CCV. Log on as New Profile. From the Set Up menu, select User Data Path, the Setting User Data Path screen appears.
2. Select the created network drive and path, e.g. N:\Users. Click Save.
3. Exit CCV application.
4. Restart Call Center View, Log on with your Profile Name and use the CCV according to your Profile configuration.

Show Network Details on Start-up

This option is used to display the Network Details screen every time you start the Call Center View. To set this option:

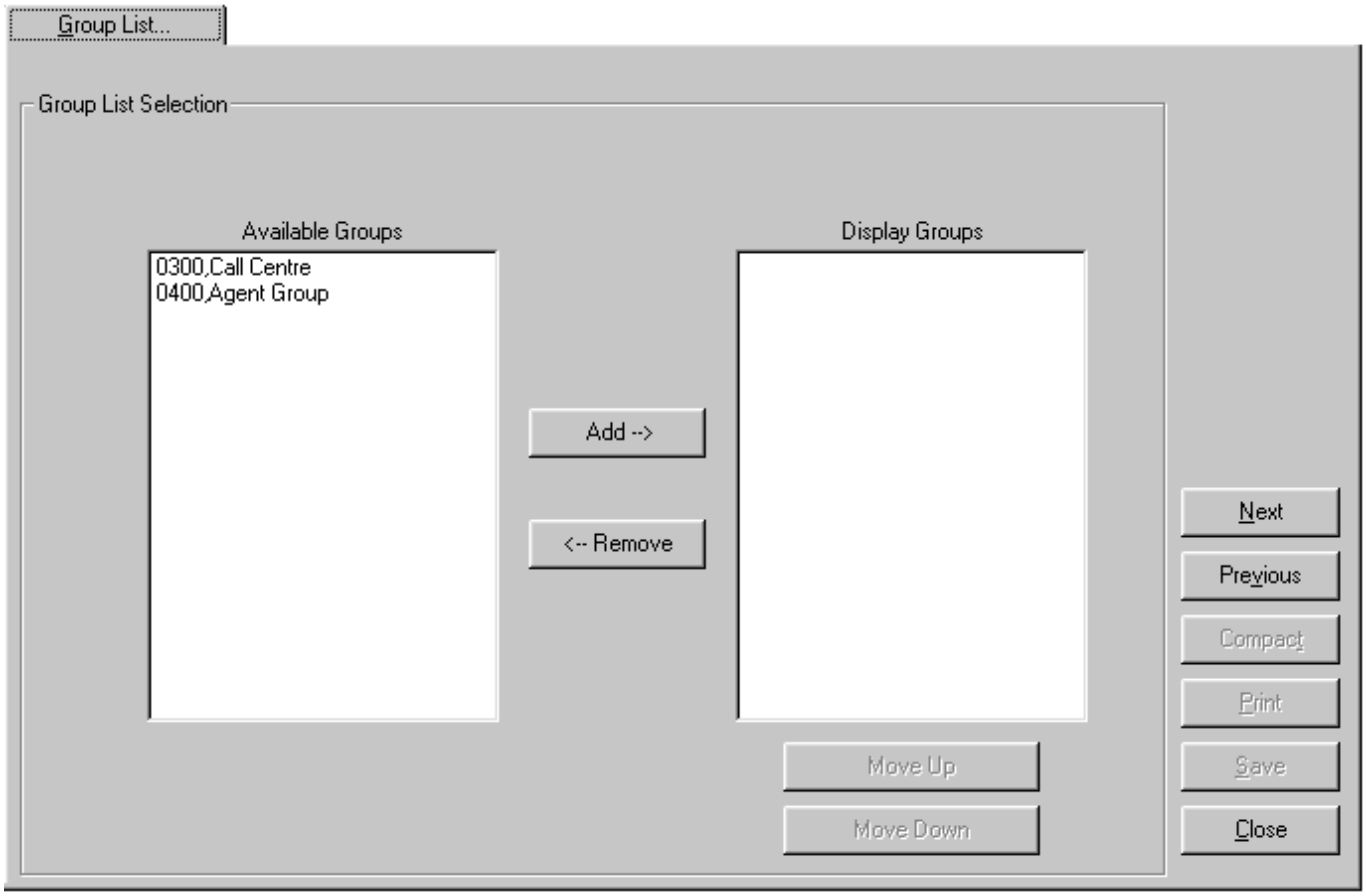
- From the Set Up menu, select the Show details on Start Up Option.

A tick placed next to this option in the Set Up menu indicates that this has already been selected.

Group List

The group monitoring screen puts the supervisor in control of their agent skill groups or campaigns, enabling them to monitor the status of these. The supervisor may view 9 groups on each screen and scroll to subsequent screens to view more groups (up to a maximum of 7 screens) thus enabling the supervisor to monitor large numbers of groups simultaneously.

From the Setup menu, select Group List, the **Group List Selection** screen appears. This option enables you to select groups (excluding Trunk Groups) to be displayed on the **Group Monitor** View screen (see Group Monitor).



To Add a Group

The information regarding all the groups within the Telephone switch are listed in the **Available Groups** list box. Up to a maximum of 60 groups can be added to the **Display Group**.

To add a required group to the **Display Groups**, from the **Available Groups** either:

1. Double click a required group;

   or

2. Select a group, then click **Add**.
3. To move a group up or down the **Display Groups** list, click the required group and then click **Move Up** or **Move Down**.
4. Click on **Save** when selection complete.

To Remove a Group

To remove a group from the **Display Groups** list, either:

1. Double click a required group;

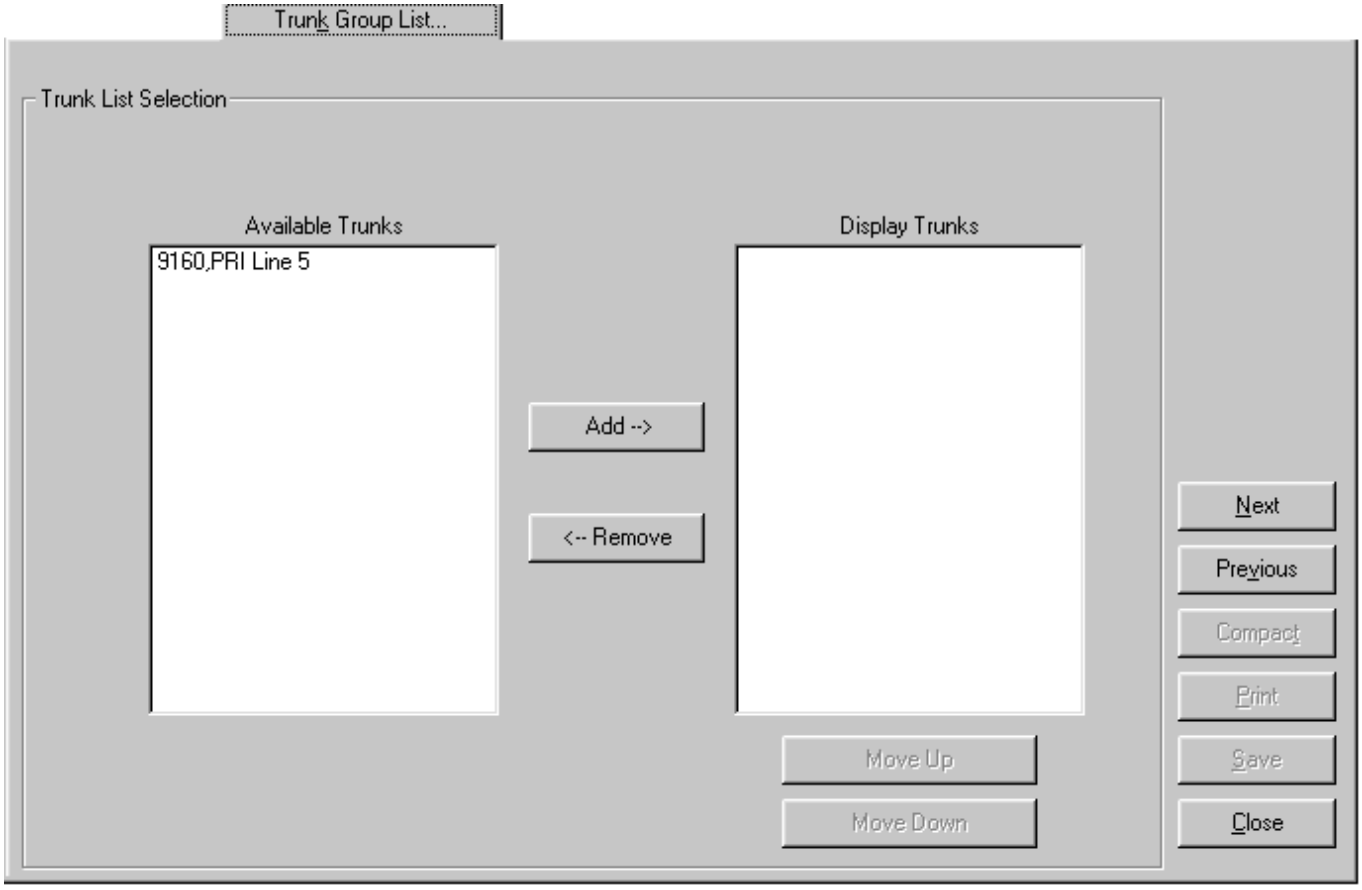
   or

2. Select a group, then click **Remove**.
3. To move a group up or down the **Display Groups** list, click the required group and then click **Move Up** or **Move Down**.
4. Click on **Save** when selection complete.

Trunk Group List

The Trunk Group Monitor screen allows the supervisor to quickly and easily monitor the state of their groups to view traffic levels, ensure that they have enough lines to cope with call volumes, control call costs and identify any faults. The supervisor may view 9 groups on each screen and scroll to subsequent screens to view more groups (up to a maximum of 7 screens)

From the **Set Up** menu, select **Trunk Group List** and the **Trunk List Selections** screen appears. This option enables you to select trunk groups to be displayed when the Trunk Monitor View button is pressed (see Trunk Group Monitor). To move a group up or down the **Display Groups** list, click the required group and then click **Move Up** or **Move Down**.



To Add a Trunk Group

The information regarding all the trunk groups within the telephone switch are listed in the **Available Trunks** list box.

Up to a maximum of 60 trunk groups can be added to the **Display Trunks**.

To add a trunk group to the **Display Trunks** list, from the **Available Trunks** list either:

1. Double click a required trunk group;

   or

2. Select a trunk group, and then click **Add**.
3. Click on **Save** when selection completed.

To Remove a Trunk Group

To remove a trunk group from the **Display Trunks** list either:

1. Double click a required trunk group;

   or

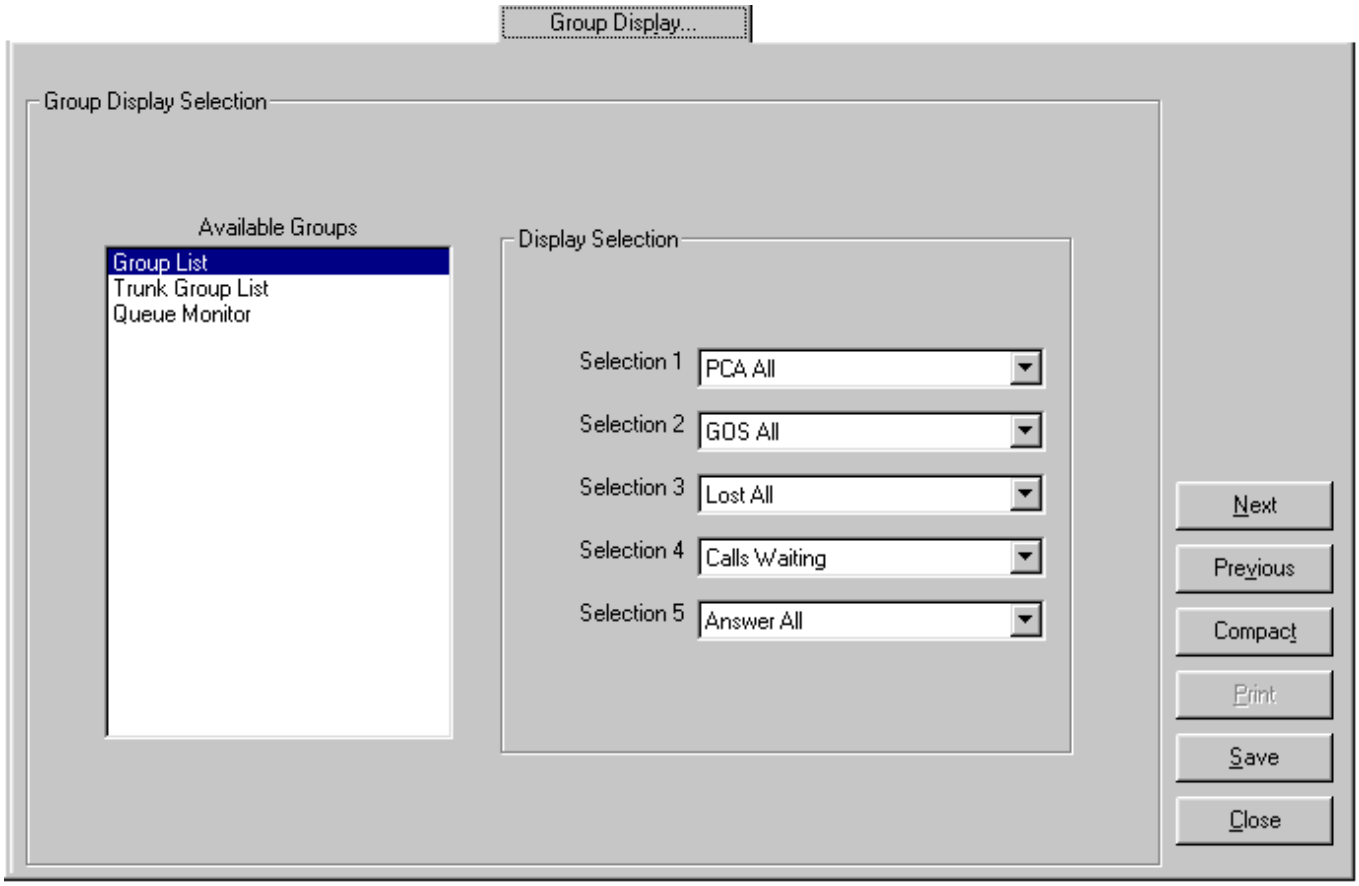
2. Select a trunk group, and then click **Add**.
3. Click on **Save** when selection completed.

Group Display

This option enables you to select group statistics to be monitored on the **Group Monitor (List)**, **Trunk Group Monitor** and **Queue Monitor** view screens (see pages Group Monitor, Trunk Group Monitor and Queue Monitor respectively).

It is possible to select 5 parameters for each group to be displayed on the group icon. In addition, a number of fields may be selected to be shown at the bottom of the screen as totals for the groups on display.

From the **Set Up** menu, select **Group Display**. The **Group Display** selection screen appears. This screen has two fields, **Display Selection** and **Available Groups**. To set up the contents of these later fields of **Group List** (plus agents, groups, lines, etc. selected in Group List), **Trunk Group List** and **Queue Monitor**, see pages Group List, Trunk Group List and Queue Monitor respectively.



Change Display Selection

There are a maximum of five different statistical **Display Selections** for every group. These five statistical display selections are set by default to PCA All, GOS All, Lost All, Calls Waiting and Answered All respectively. Each of these five display selections can be changed to any of the fields listed below.

The **Group List** statistics can either be set to the same statistics as the selected groups or to a different setting.

To alter the **Group Display Selection** for an Available Group, highlight the required group, click the pull down arrow associated with a Selection (1-5) and select from the listed options as follows:

- **PCA All:** The number of all calls (internal and external) answered **within the target answer time** expressed as a percentage of internal and external answered calls.(PCA = Percentage of calls answered)
- **PCA Ext:** The number of external calls answered within the target answer time expressed as a percentage of external answered calls. (PCA = Percentage of calls answered)
- **GOS All:** The number of all calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls presented. (GOS = Grade of service)

- **GOS Ext:** The number of external calls answered within the target answer time expressed as a percentage of external calls presented. (GOS = Grade of service)
- **Lost All:** The total number of all incoming (internal and external) unanswered calls today.
- **Lost Ext:** The total number of external incoming unanswered calls today.
- **Calls Waiting:** The total number of calls waiting for the group.
- **Answer All:** The total number of all calls (internal and external) answered by members of the group.
- **Answer Ext:** The total number of external calls answered by members of the group.
- **New I/C Pres:** The total number of incoming calls presented to members of the group.
- **Outgoing All:** The total number of all outgoing calls (internal and external) made by members of the group.
- **Outgoing Ext:** The total number of all external outgoing calls made by members of the group.
- **Refused All:** The total number of internal and external incoming calls presented to members of the group not answered by a particular agent.
- **Refused Ext:** The total number of external incoming calls presented to members of the group not answered by a particular agent.
- **L Wait (Ans) All:** The longest wait of any internal and external answered call today.
- **L Wait (Ans) Ext:** The longest wait of any external answered call today.
- **L Wait (Lost) All:** The longest wait of any lost call (internal and external) today.
- **L Wait (Lost) Ext:** The longest wait of any external lost call today.
- **Avg Ans All:** The average answer time of all internal and external incoming answered calls.
- **Avg Ans Ext:** The average answer time of all external incoming answered calls.
- **Grp Calls Ans All:** The total number of all internal and external incoming answered calls, answered by agents for this group.
- **Grp Calls Ans Ext:** The total number of external incoming answered calls, answered by agents for this group.
- **No on I/C:** The number of agents and trunks currently engaged on incoming calls.
- **No on O/G:** The number of agents and trunks currently engaged on outgoing calls.
- **No on Ready:** The number of agents and trunks currently ready to take incoming calls.
- **No on Hold:** The number of agents currently holding calls.
- **No on BWU:** The number of agents currently in busy wrap up.
- **No on BNA:** The number of agents currently in busy not available.
- **No on Busy:** The number of agents currently busy.
- **No on L/Off:** The number of agents currently logged off.
- **No on Ringing:** The number of agents whose extension is currently ringing.
- **No on Int Made:** The number of agents currently making internal calls.
- **No on Int Rcvd:** The number of agents currently receiving internal calls.
- **Longest Wait:** The waiting time of any call to the group.

Click on **Save** when selection completed.

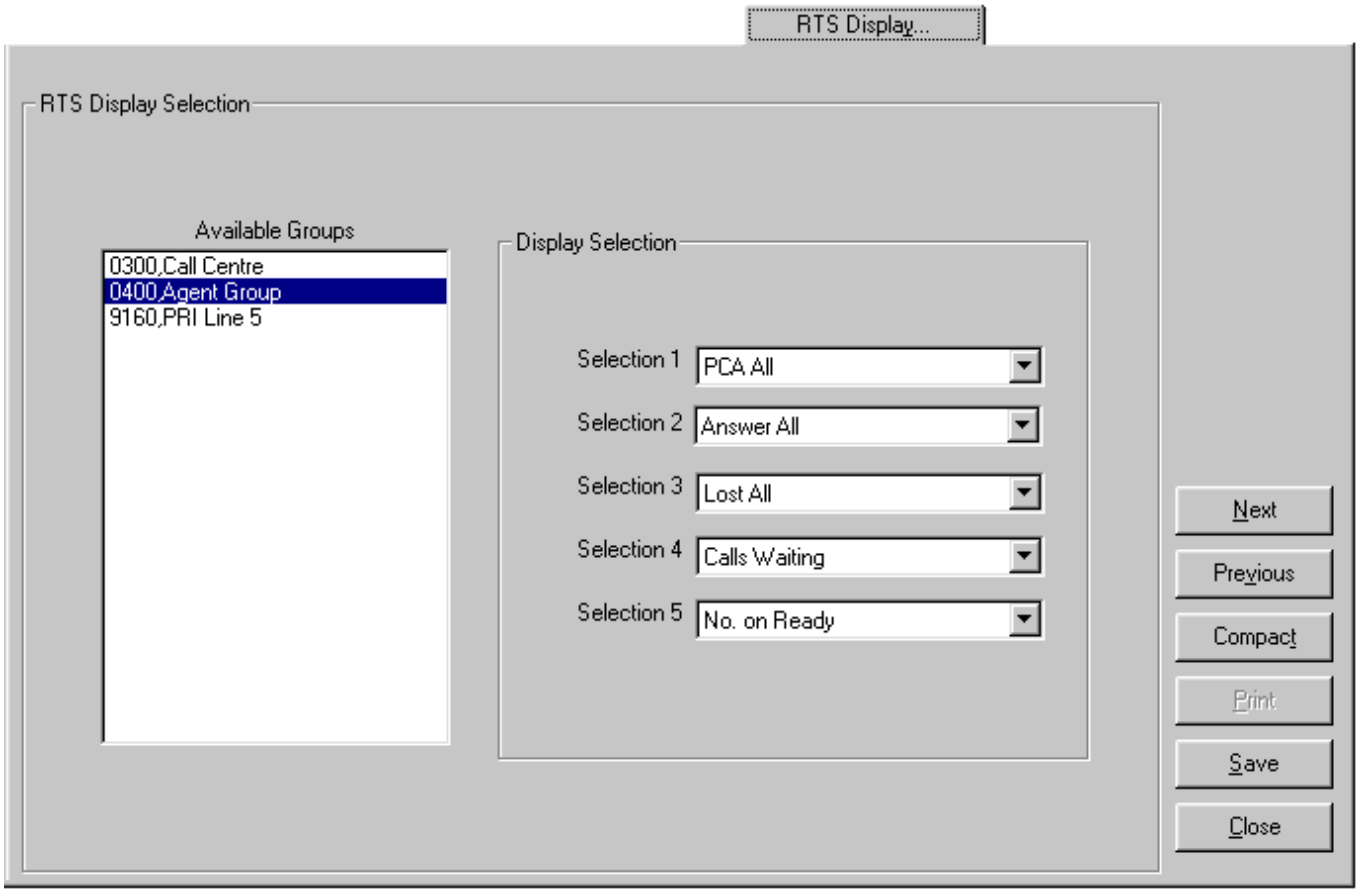
RTS Display

Real Time Status (RTS) Display

This option enables you to select statistics for members within a group/trunk group to be monitored on the **Real Time Status** View screens (see Group Monitor and Trunk Group Monitor respectively).

From the **Set Up** menu, select **RTS Display**. The **RTS Display Selection** screen appears. This screen enables you to set the required statistics for agents and trunks.

Click on **Save** when selection completed.



Select a Group Statistic

There is a maximum of five different **Display Selections** for every group. As shown in the diagram above, each statistic display selection is set by default to PCA All, GOS All, Lost All, Calls Waiting and Answered All.

1. To alter the **RTS Display Selection** for a group, select the group. Click the pull down arrow associated with a selection and select from the listed options.
2. Repeat for the required selections.
3. Click on **Save** when selection completed.

Note: For details of the parameters refer to Change Display Selection.

Group Status (Percentage)

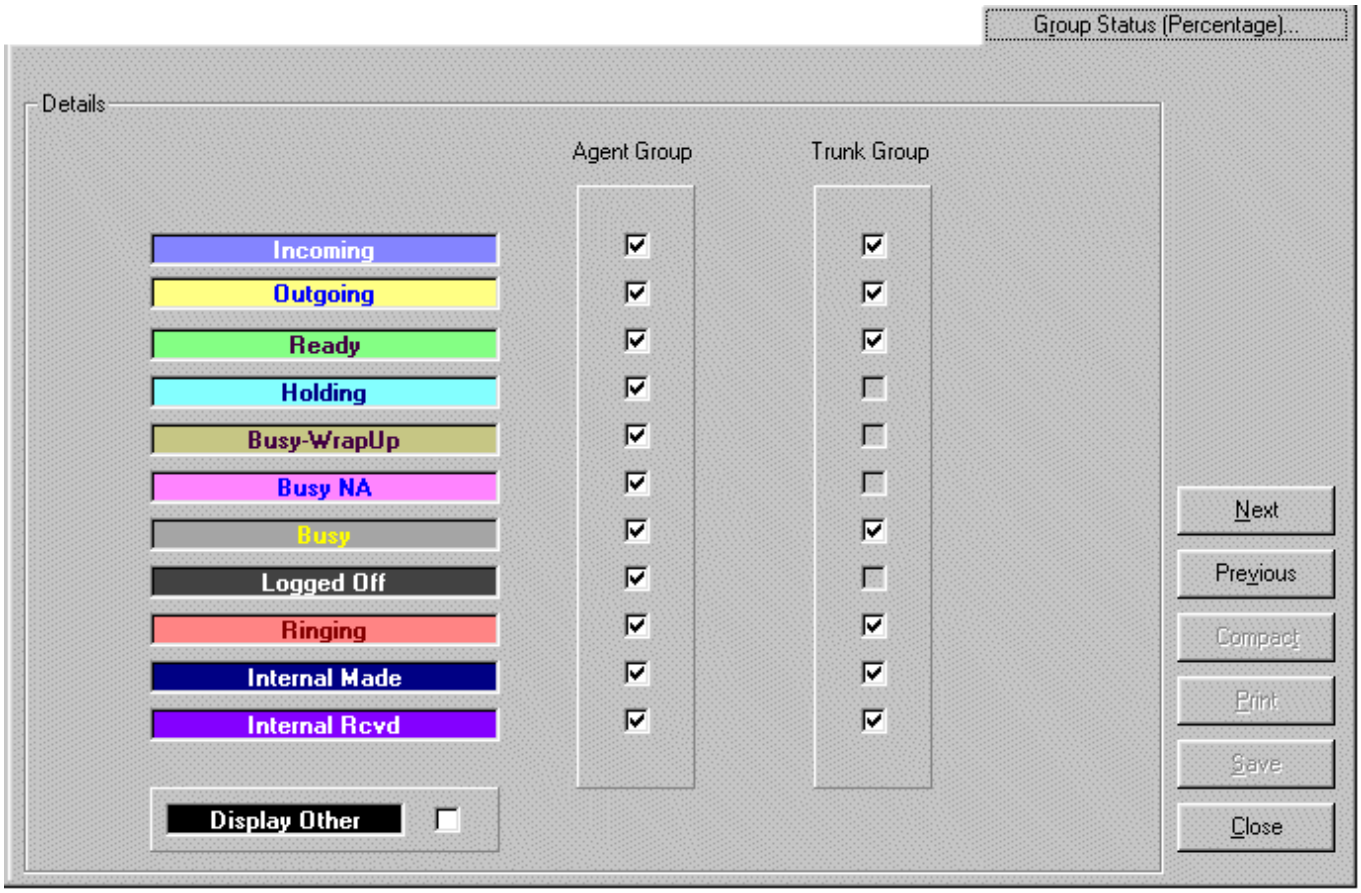
An instant graphical presentation of the percentage of agents as well as trunks is available for each group. This option enables you to select the required states which are monitored on the **Percentage View** screen (see Real Time Status).

From the **Set Up** menu, select **Group Status (Percentage)**, the **Group Status (Percentage)** screen appears. By default, all the states are selected for the Agent Group and only 5 states are available for the Trunk Group. Remove the tick to deselect a state for either Agent Group or Trunk Group.

The **Display Other** box is used to display *all the unticked* boxes in one percentage field, e.g. with only incoming and outgoing ticked, when **Display Other** box ticked, then all the remaining fields will be displayed in black as one percentage.

The colour of the states is controlled from the State Details screen. In the example below the Outgoing state has a yellow background with blue text.

Click on **Save** when selection completed.



Queue Monitor

Queue Monitor has been designed to monitor the call traffic by allowing the supervisor to display up to 180 queues in real time via 20 screens, each containing 9 queues. These queues may represent trunks, trunk groups, agents and agent groups.

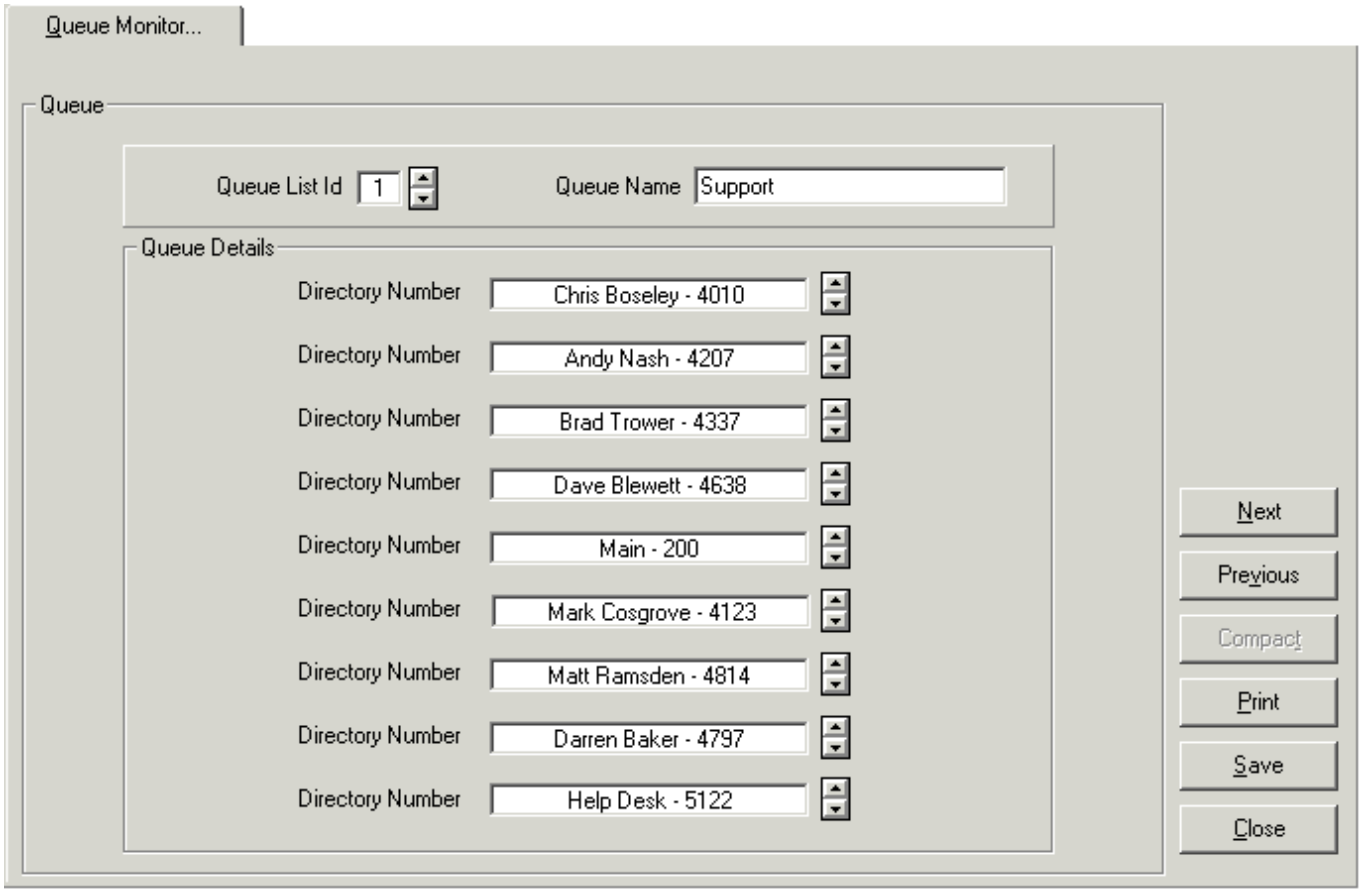
From the **Set Up** menu, select **Queue Monitor** and set **Queue List Id** from 1-20. Each queue list can be given a discreet name (type a name in the **Queue Name** text box).

From the **Queue Details** field, set the nine **Directory Numbers** as required, these will be displayed as the nine queue fields when the Queue Monitor View button (see Queue Monitor) on the task bar is pressed.

This option enables you to select the directory numbers to be displayed on the **Queue Monitor View** screen (see Queue Monitor). There are twenty queue lists (1–20) available. Within each queue list, you can monitor up to nine directory numbers.

To identify a Queue List, click the spin buttons , until the required Queue List Id appears.

Click on **Save** when selection completed.



Select Directory Numbers

You can select directory numbers in 2 ways:

Spin Buttons

To select a directory number (0000-9999), click and hold the mouse on the spin button until the required directory number appears in the left-hand box.

Dn Search

Double click a directory number entry box the Dn Search screen appears.

a. **Dn Selection**
By default, the **Available Dns** list box contains all the directory numbers within the Telephone switch associated with the selected **Dn Selection** categories (i.e. Group and Agent). If only one category has been selected then only the directory numbers associated with that category will be displayed in the **Available Dns** list box.

1. To deselect any of the categories, click associated with that category.
2. To select any of the categories, click associated with that category.

b. **Set the Directory Number Order**
The **Available Dns** can be in three different orders:

Dn (Directory Number 0000-9999); or

1. Name (Directory Number name alphabetically); or
2. Type (Directory Number type alphabetically).
3. Click associated with the required order.

c. **Select Directory Number**

- Click the required Directory Number, then click ✓;

or

- Double click the directory number.

•

Click on **Save** when selection completed.

Delete Directory Number

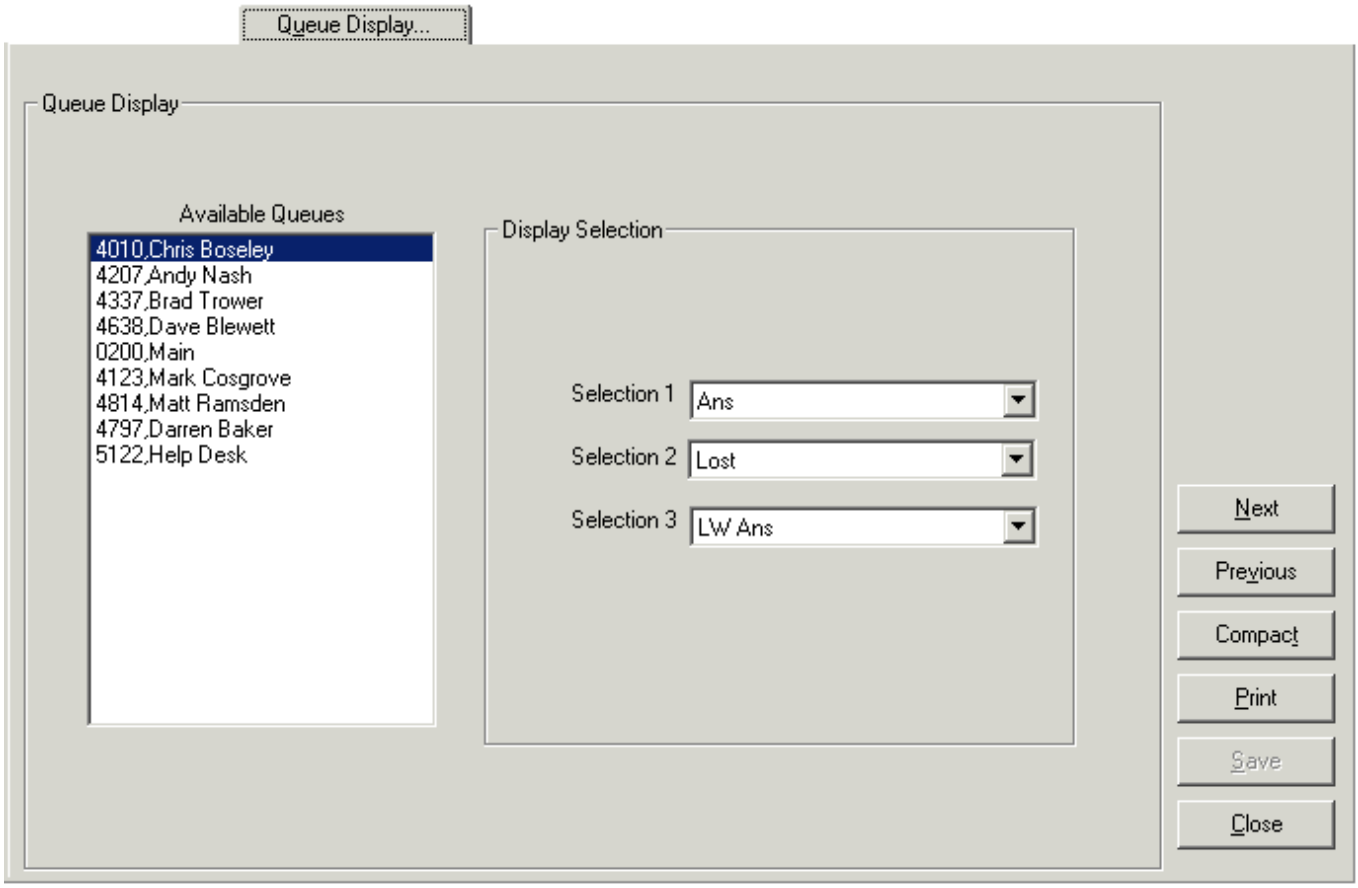
To remove the selected directory number, from the Queue Monitor Set Up screen, double-click a directory number entry box. The **Dn Search** screen appears click associated with **Delete Entry**. Click ✓, **Not Initialised** will be displayed in the directory number entry box.

Queue Display

This option enables you to select group statistics to be monitored on the **Queue Monitor** view screens.

It is possible to select 3 parameters for each group to be displayed on the group icon. A number of fields may be selected to be shown at the bottom of the screen as totals for the groups on display.

From the **Set Up** menu, select **Queue Display**. The **Queue Display** selection screen appears. This screen has two fields, **Display Selection** (see below) and **Available Queue**. To set up the contents of this later field of see Queue Monitor.



Change Queue Display Selection

There is a maximum of three different statistical **Display Selections** for every group. These three statistical display selections are set by default to Ans, Lost and PCA respectively. Each of these three display selections can be changed to any of the fields listed below.

To alter the **Queue Display Selection** for an Available Queue, highlight the required group, click the pull down arrow associated with a Selection (1-3) and select from the listed options as follows:

- **None:** Nothing to be displayed.
- **Ans:** The total number of calls (internal and external) answered by the agent/group members.
- **Lost:** The total number of all unanswered calls today.
- **PCA:** The number of calls (internal and external) answered within the target time expressed as a percentage of internal and external answered calls.
- **GOS:** The number of all calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls presented. (GOS = Grade of service).
- **Avg IC:** The average answer time of all internal and external incoming answered calls.
- **L W Ans:** The longest wait of any internal and external answered call today.
- **L W Lost:** The longest wait of any lost call (internal and external) today.
- **Group Calls Ans:** The number calls answered by agents for this group.

Click on **Save** when selection completed.

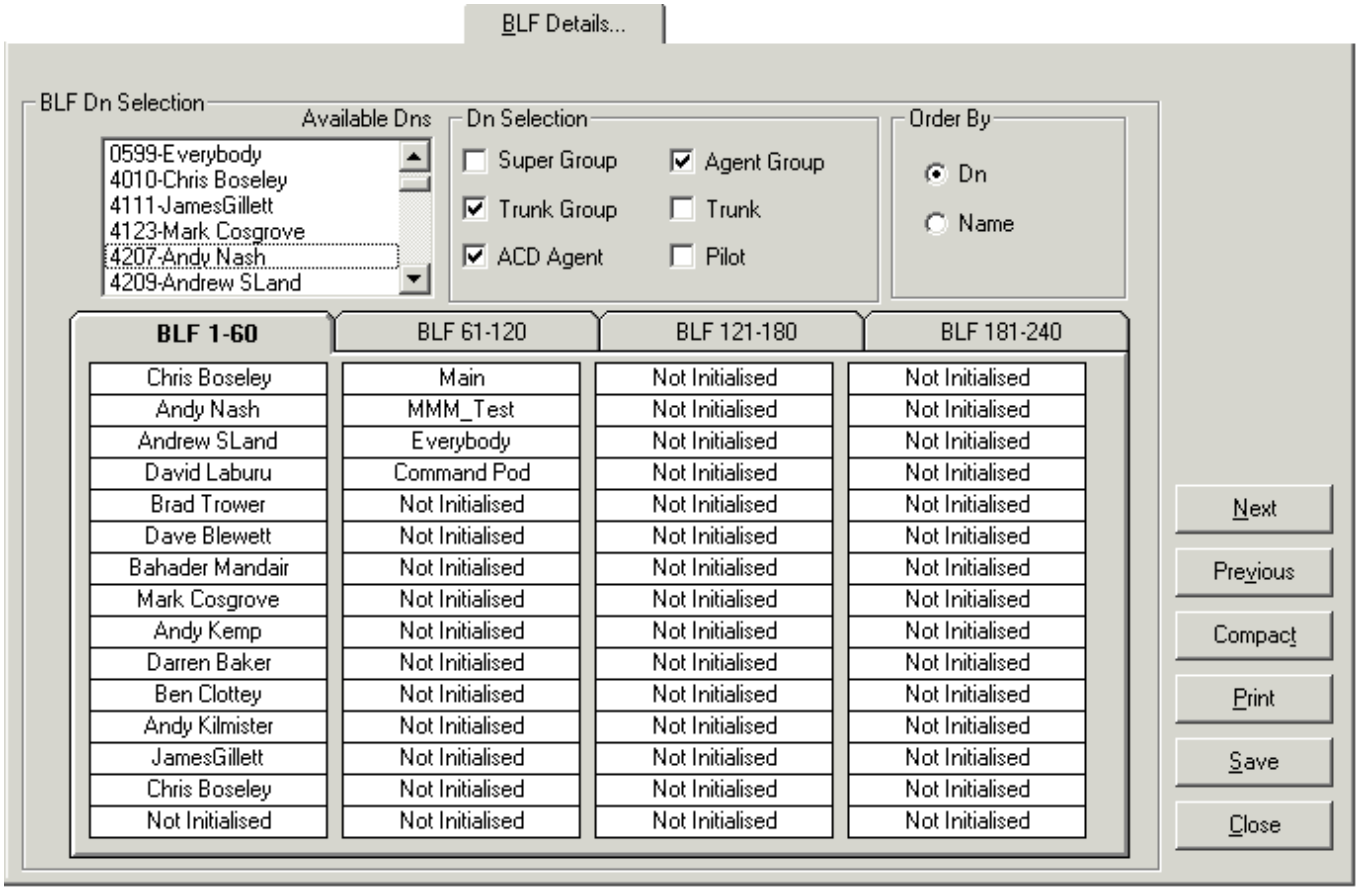
BLF Details

The BLF screen has been implemented to provide an overview of up to 240 directory numbers on the system in real time. This screen allows agents, groups, trunks and DDIs to be displayed on a completely free format basis in order to gain a perspective on all elements of the system.

From the **Set Up** menu, select **BLF Details**. The BLF Details screen enables you to select directory numbers to be displayed on the **BLF Details** View screen (BLF View Button). There are 240 entries available which are divided into 4 tabs each containing 60 entries. Tabs are from 1-60, 61-120, 121-180 and 181-240.

The **Available Dns** contained in the top list box can either be in number or in alphabetic order. By default, the order is in **Dn** (directory number) which lists the **Available Dns** in numeric order. **Name** lists the directory numbers in alphabetic order. To change the order, click associated with either Dn or Name.

To display a Dn in BLF view, double click the Dn entry in the available Dns list. The Dn will be transferred to the next BLF slot that has not been initialised. Entries can be re-arranged by simply dragging and dropping the entry into the required BLF slot. A Dn can be removed from a BLF slot by double clicking on the entry.


BLF Details...
BLF Dn Selection
Available Dns
0599-Everybody
4010-Chris Boseley
4111-JamesGillett
4123-Mark Cosgrove
4207-Andy Nash
4209-Andrew SLand
Dn Selection
Super Group
Agent Group
Trunk Group
Trunk
ACD Agent
Pilot
Order By
Dn
Name
BLF 1-60
BLF 61-120
BLF 121-180
BLF 181-240
Chris Boseley | Main | Not Initialised | Not Initialised
Andy Nash | MMM_Test | Not Initialised | Not Initialised
Andrew SLand | Everybody | Not Initialised | Not Initialised
David Laburu | Command Pod | Not Initialised | Not Initialised
Brad Trower | Not Initialised | Not Initialised | Not Initialised
Dave Blewett | Not Initialised | Not Initialised | Not Initialised
Bahader Mandair | Not Initialised | Not Initialised | Not Initialised
Mark Cosgrove | Not Initialised | Not Initialised | Not Initialised
Andy Kemp | Not Initialised | Not Initialised | Not Initialised
Darren Baker | Not Initialised | Not Initialised | Not Initialised
Ben Clottey | Not Initialised | Not Initialised | Not Initialised
Andy Kilmister | Not Initialised | Not Initialised | Not Initialised
JamesGillett | Not Initialised | Not Initialised | Not Initialised
Chris Boseley | Not Initialised | Not Initialised | Not Initialised
Not Initialised | Not Initialised | Not Initialised | Not Initialised
Next
Previous
Compact
Print
Save
Close

Dn Selection

By default, the **Available Dns** list box contains all the directory numbers within the telephone switch associated with the selected **Dn Selection** categories (i.e. Agent Group and Agent).

If only one category has been selected then only the directory numbers associated with that category will be displayed in the **Available Dns** list box.

1. To deselect any of the categories, click associated with that category.
2. To select any of the categories, click associated with that category.

Select Directory Number

There are 240 entries available. They are divided into 4 tabs each containing 60 entries. Tabs are from 1-60, 61-120, 121-180 and 181-240.

1. From the **Available Dns** list box, click or of the scroll bar, or drag along the scroll bar to display the required number.
2. If the directory numbers are in alphabetic order, click a directory number and then type the first letter of the required name. The cursor will be placed on the first name beginning with that letter.
3. From the **Available Dns** list box either:
    - Click a directory number drag and drop to one of the entry boxes; or
    - Double-click the required directory number. The number will be placed in the first blank slot.
4. To move a directory number from one entry box to another, click the directory number and then drag and drop to one of the entry boxes.
5. **Not Initialised** in an entry box indicates you have not selected a directory number.
6. To remove a directory number from an entry box, double click the directory number. **Not Initialised** will be displayed to indicate no directory number is selected.
7. Click on **Save** when selection completed.

DN Activity

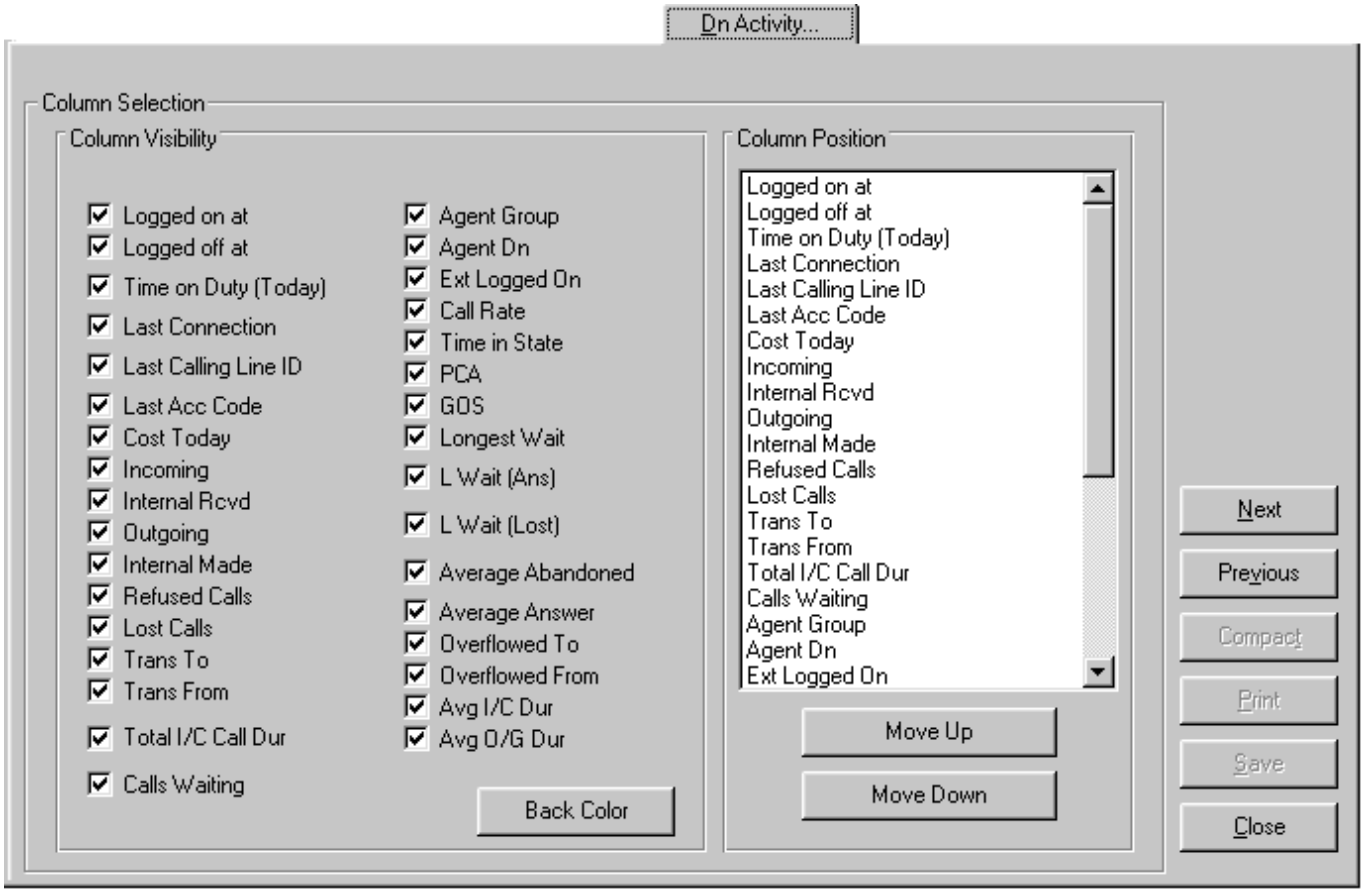
The Dn Activity screen has been designed to allow the supervisor to drill down in fine detail to the activities of agents, groups, trunks and DDIs in real time, by allowing the selection of information from 33 parameters to be displayed. The information displayed can be tailored to the supervisor's requirements by adding and removing the required information fields.

From the **Set Up** menu, select **Dn Activity**. This screen enables you to select the fields and the order in which they appear on the **Dn Activity View** screen (see Dn Activity).

As there is no option to select directory numbers within the **Dn Activity Set Up screen**; the **Dn Activity** button is enabled once you have selected the required directory numbers in **Group Monitor** and **BLF Details** Set Up screens.

Click on **Save** when selection completed.

Note: The minimum refresh time of this screen is 5 seconds.



By default all the fields are selected, as indicated by ☑ associated with a field.

1. To de-select any of the fields, click ☑ associated with a field.
2. To select any of the fields, click ☐ associated with a field.

Background Colour

This option enables you to change the background colour of the **Dn Activity View** screen.

1. From the Dn Activity screen, click **Back Colour**, the colour selection screen appears.
2. Click a colour and then click the **OK** button.
3. Click **Cancel** to close the screen without selecting a colour.
4. Click on **Save** when selection completed.

Alarm Trip Points

Different alarm tiers may be set for each device enabling the administrator to set alarm conditions with an increasing degree of severity. The three different tiers of alarms are classed as Normal, Caution and Critical. The point at which the alarm will clear may be set as a percentage of the alarm trigger time. These three alarm parameters may be set for individual agents, groups or trunks.

From **Set Up**, select **Alarm Trip Points** to display the menu. Tabs are displayed for Time in State, Queue/Utilisation, Other and WB Destination.

You can reference alarms to any directory number's alarm variable, known as a referenced alarm. A referenced alarm is indicated with a blue/cyan background.

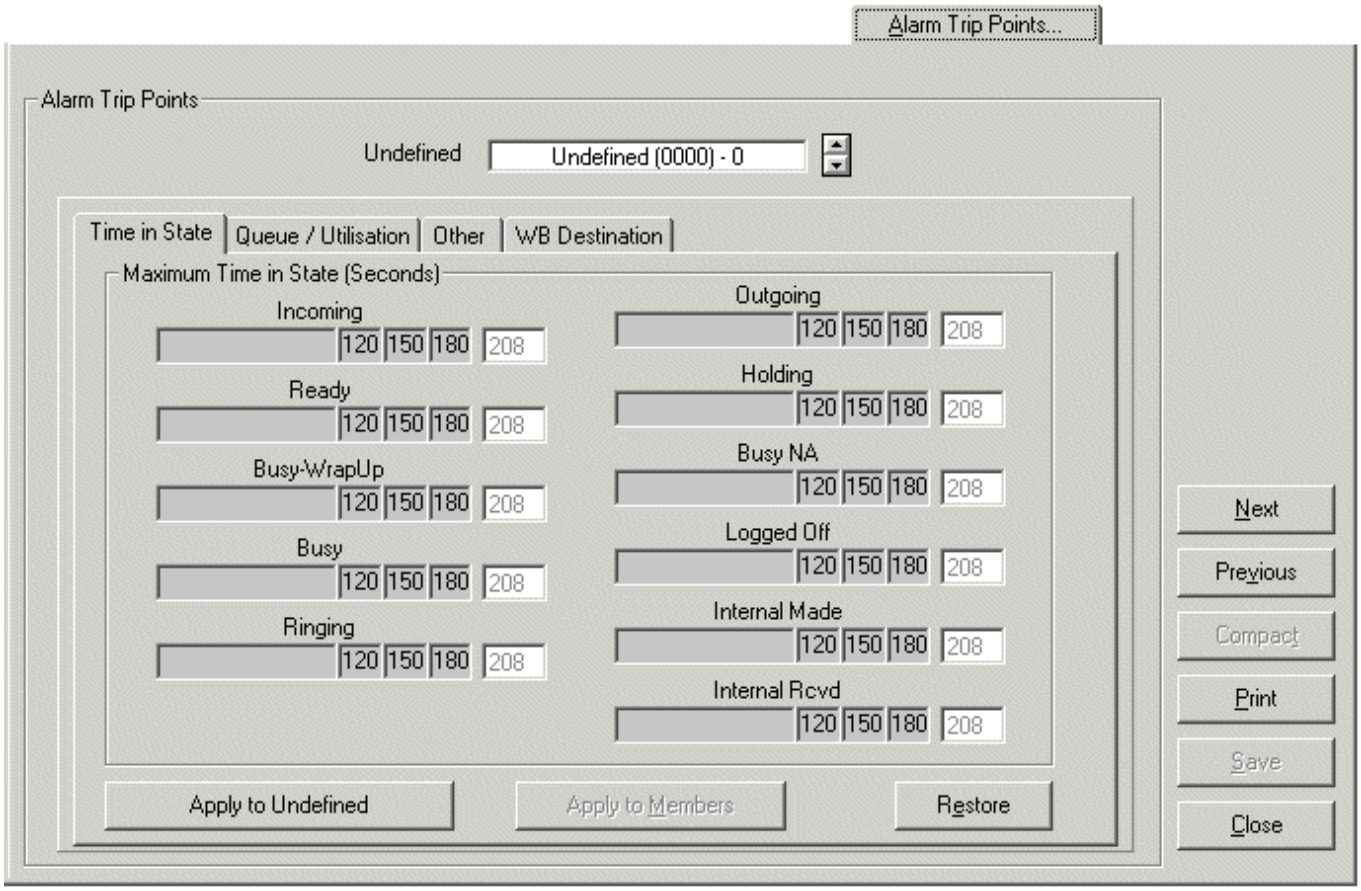
- **Note:** Use the right mouse click to enable an alarm and double click the left mouse button to disable an alarm.

Once you have selected the directory number and set its appropriate alarm categories, you **MUST** apply the alarm setting(s) to the selected directory number type. If the selected directory number is a group then you have a choice of whether to apply the alarm settings to the group and/or to its members. A group contains agents or trunks.

- **Note:** If you click **Save** prior to applying the alarm settings to the selected directory number, then the alarm settings have NO EFFECT on the directory number

If you make an error whilst specifying the alarm values, **Restore** enables you to return the values to their previous number providing you have **not** Applied the alarm settings to the directory number.

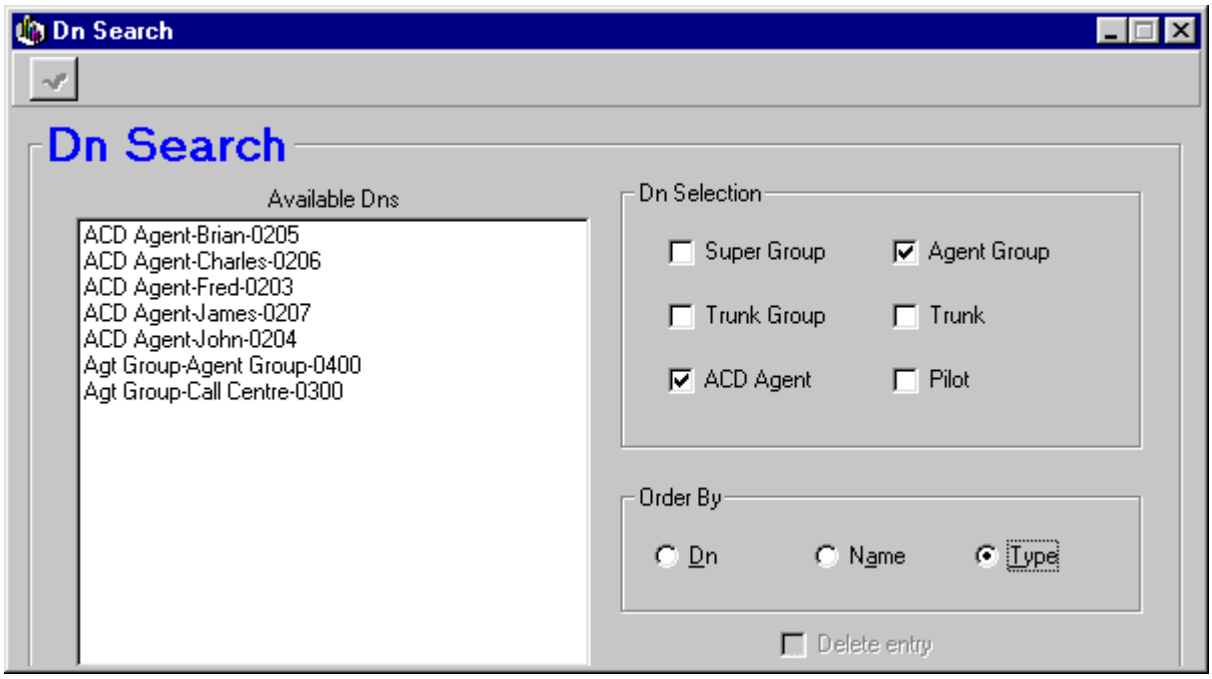
Click **Restore** to return the alarms to their previous values.



Select Agents/Groups/Trunks

At the top of the screen, the selection box is displayed. You can select directory numbers/agents/trunks/groups in two ways:

1. **Spin Buttons**
   To select a directory number, click and hold the mouse on the spin button until the required directory number, agent, trunk, etc. appears in the box.
2. **Dn Search**
   Double click an entry displayed in the box.

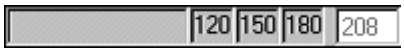


The **Available Dns** list box contains all the directory numbers within the telephone system associated with the selected **Dn Selection** categories. To select a category, tick the box associated with that category. To deselect any of the categories, untick the box. The Available Dns can be displayed in one of the three different orders. Click the radio button associated with the required order.

To select a directory number either double click the required number or click on it and then click ✓.

Specify Alarm Values

1. From any tab of the **Setup/Alarm Trip Points** menus, right click on an alarm field to enable the alarm.

   The display goes from 

   to

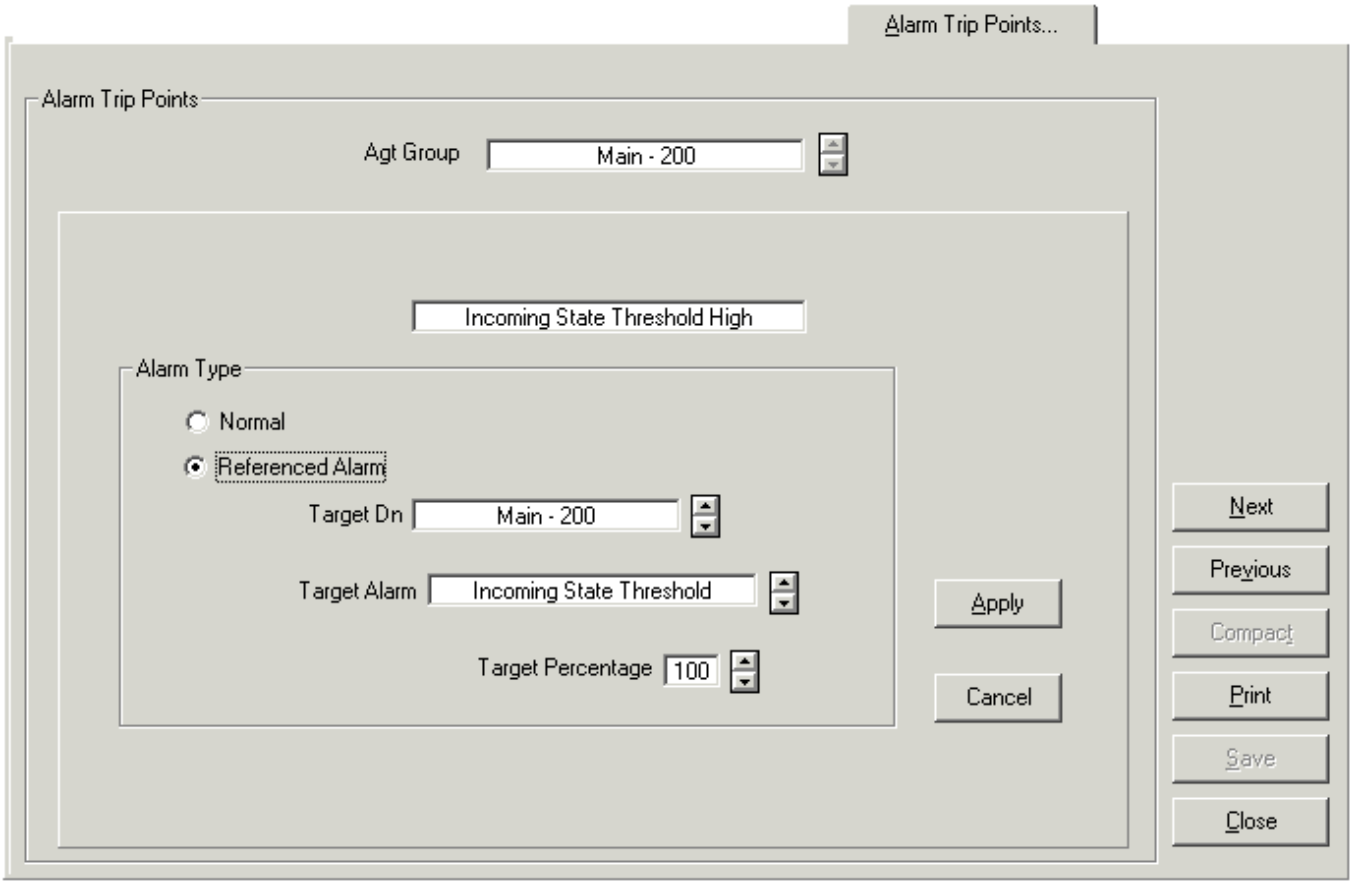
   Each alarm field is divided into 4 segments:

   - No Alarm (White)
   - Normal Alarm threshold (Green)
   - Caution Alarm threshold (Yellow)
   - Critical Alarm threshold (Red)

   These can be edited as follows:

2. Highlight the digits on the right hand box (white), type a number that is divisible by 4 and **Enter**. This value now sets the full scale of the alarm.
3. Place the mouse pointer on a vertical divider bar between numbers, the pointer changes to ↔, click and drag left or right (increase or decrease) until the required number/value is displayed within the box.
4. Ensure to perform Step 3 for all alarm settings, i.e. Normal, Caution and Critical.
5. To disable any of the alarm fields for a specific directory number, double click the alarm field.

Alarms can be referenced against other devices performance. To create a referenced alarm right click on the enabled alarm field that is to be referenced. The screen changes, see the following example.



Referenced Alarm

It is possible to set referenced alarms to assist the Contact Center Supervisor in identifying exceptions. These alarms provide a real time comparison of alarm fields (e.g. Incoming) against other devices performance. For example:

- Member referenced to its group;
- Member referenced to another member within the group;
- Group referenced to another group.

For example: an alarm may be set to compare one agent group's call answering total against another. When you alter the alarm value of the target directory number, and then the other directory number's referenced alarm value will automatically change accordingly.

1. Select a target directory number. Specify and apply the alarm fields for the target directory number.
2. Select another directory number. Right click one of the alarm categories.
3. Click C associated with **Referenced Alarm**.
4. To select the required **Target Dn.**
5. Click and hold the mouse on the spin button until the required Target Alarm appears in the left-hand box.
6. Click and hold the mouse on the spin button until the required **Target Percentage** (10% – 200%) appears in the left-hand box.
7. Click **Apply**. Alarm value background will change to blue/cyan which indicates the directory number alarm setting have been referenced to a target directory number.
8. Repeat the above steps for the other directory numbers and alarm fields.
9. If you wish to disable a Referenced Alarm, click C associated with **Normal**. Then click **Apply**.

On completion of setting all the **Alarm Trip Point** settings, click **Save**.

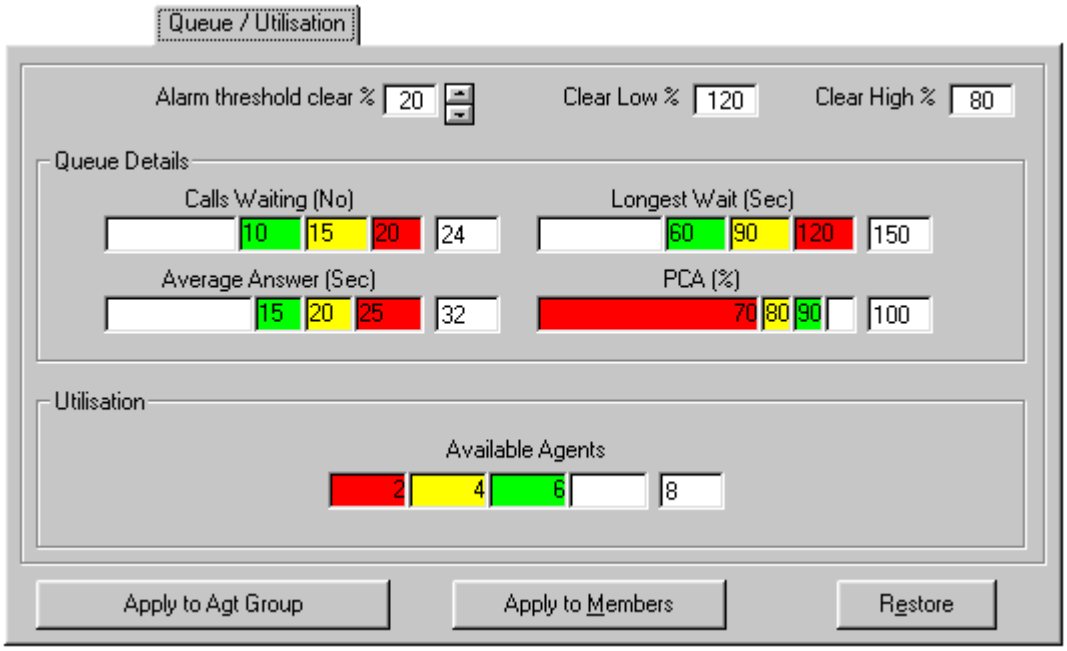
Alarm Points Criteria - Time in State

The criteria of the Setup/Alarm Trip Points on the Time in State tab are as follows:

- **Incoming:** The incoming time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Holding:** The holding time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Busy:** The busy time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Outgoing:** The outgoing time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Busy Wrap Up:** The busy wrap up time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Logged Off:** The logged off time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Ready:** The ready time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Busy N A:** The busy not available time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Ringing:** The ringing time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Internal Made:** The internal made time in state alarm will trigger when any of the specified thresholds is exceeded.
- **Internal Rcvd:** The internal received time in state alarm will trigger when any of the specified thresholds is exceeded.

Alarm Points Criteria - Queue / Utilisation

The **Alarm threshold clear** field of the **Queue/Utilisation** menu, sets the automatic low and high alarm clear limits of a directory number for the Queue Details categories.



The categories are:

- **Calls Waiting (No)** – Number of calls Waiting;
- **Longest Wait (Sec)** – Longest Waiting call;
- **PCA (%)** – Percentage of Calls Answered;
- **Average Answer (Sec)** – Average call Answer Time.

By default, the **Alarm threshold clear %** is set to 20%. The range is 5-40%. To increase/decrease the **Alarm threshold clear %**, click and hold the spin button until the required value appears in the left hand box. This will automatically set the **Clear Low %** and **Clear High %**.

Note: The Alarm Threshold Clear % is applicable individually for all the alarm criteria i.e. Normal, Caution and Critical.

Clear High % is associated with **Calls Waiting, Longest Waiting, and Average Answer** alarm categories. **Clear Low %** is associated with **PCA, Available Agents**, **Available Trunks** and **Call Rate** alarm categories.

Dependant upon the setting of the **Select Agents/Groups/Trunks** box the Utilisation box will change from **Available Agents**, **Available Trunks** to **Call Rate**. The alarm value in the **Utilisation** field are displayed in reverse order, e.g. the critical alarm threshold first.

The criteria of the Setup/Alarm Trip Points on the Queue/Utilisation tab are as follows:

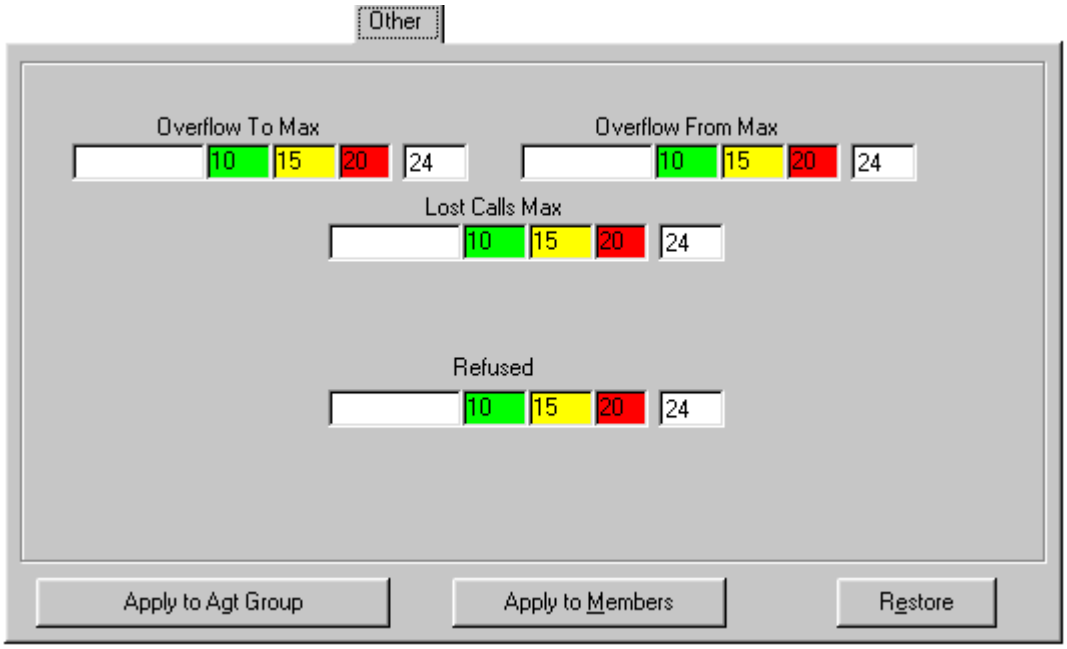
Queue.

- **Call Waiting (Number):** The calls waiting alarm will be triggered when the number of calls waiting exceeds any of the specified thresholds.
- **Longest Waiting (Seconds):** The longest waiting alarm will be triggered when the length of the longest waiting call exceeds any of the specified thresholds.
- **PCA (Percentage of Calls Answered) (%):** The PCA alarm will be triggered when the Percentage of Calls Answered drops below any of the specified thresholds.
- **Average Answer (Seconds):** The average answer alarm will be triggered when the average answer time exceeds any of the specified thresholds.

Utilisation.

- **Available Agents:** Alarm will be triggered when the number of available agents drops below a specified threshold. (Only available for Agent Group).
- **Call Rate:** Alarm will be triggered when the hourly call rate drops below a specified threshold. (Only available for Agents).
- **Available Trunks:** Alarm will be triggered when the number of available trunks drops below a specified threshold. (Only available for Trunk Groups).

Alarm Points Criteria - Other

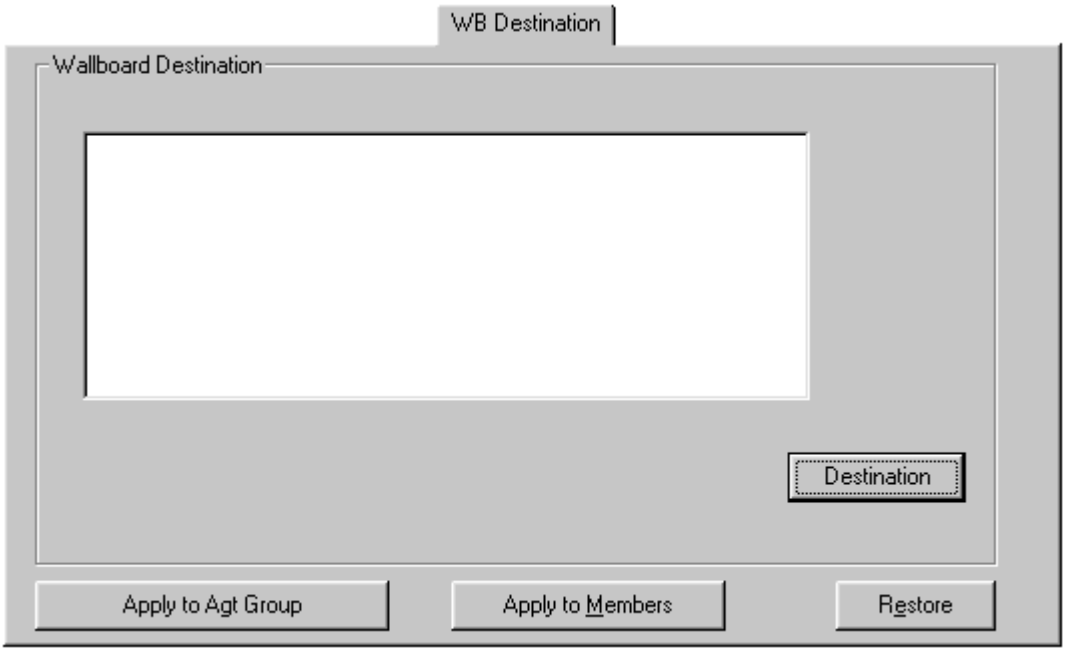


The criteria of the Alarm Trip Points on the Other tab are as follows:

- L**ost Calls Maximum:** The lost calls maximum alarm will trigger when the number of lost calls exceeds any of the specified thresholds.
- **Overflow to Maximum:** The inter to maximum alarm threshold will trigger when the number of calls answered by another group and transferred to a member of this group exceeds any of the specified thresholds.
- **Overflow from Maximum:** The inter from maximum alarm threshold will trigger when the number of calls answered by this group and transferred to another group exceeds any of the specified thresholds.
- **Refused Call**: The alarm will trigger when the number of refused calls by an agent/group exceeds any of the specified thresholds.

Alarm Points Criteria - WB Destination

All alarms for the directory number selected can be targeted at the selected wallboards. Up to 5 wallboards can be selected. If no wallboard is specified then the alarm will be directed to the wallboards within the Alarm Wallboard Destination form.

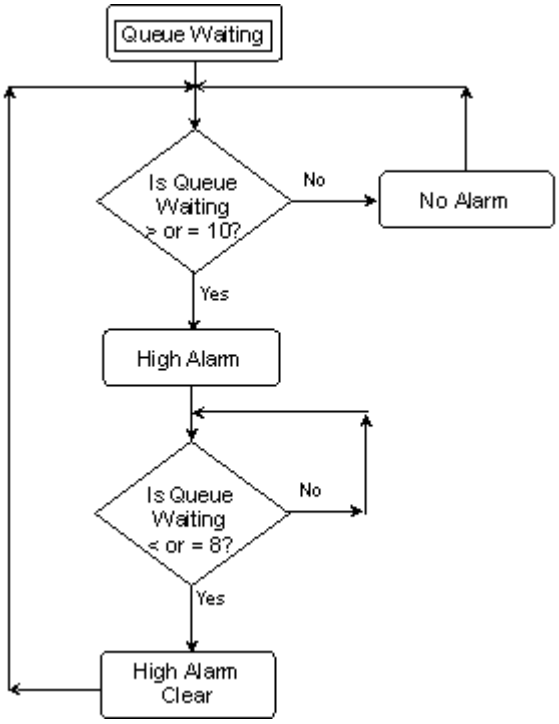


- **WB Destination**: Selects the Wallboard where the alarm is to be displayed. Different alarms can be displayed on different wallboards. The selected Wallboard(s) appear in the WB Destination pane.

Example for Calls Waiting, Longest Waiting Call, and Average Answer

The flowchart and the table illustrate this example.

- If **Alarm threshold clear %** is set to 20% and the Normal Alarm value is set to 10.
- An alarm will occur when the value is greater than 10 (the specified value). When it reaches 80% of 10, it will automatically be cleared, i.e. High Alarm = 10, hence High Alarm Clear =10 x 80%=8.

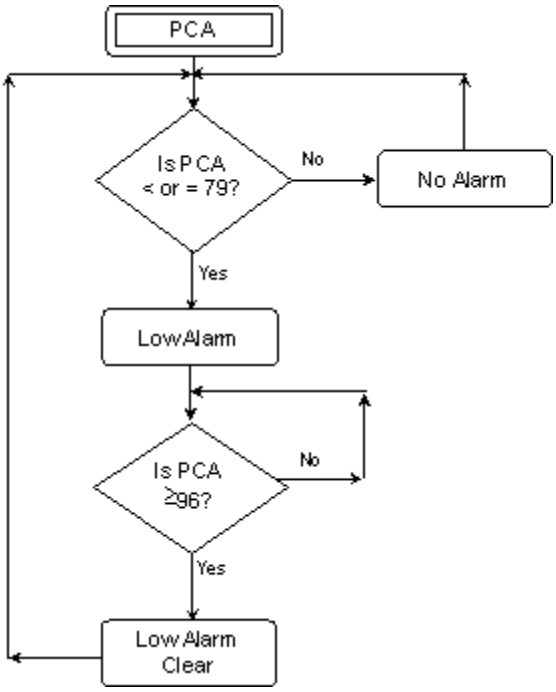


Queue Wait Value	Alarm
7, 8,9	No Alarm
10, 11	High Alarm
10 & 9	High Alarm
8	High Alarm Clear
7	No Alarm

Example for PCA, Available Agents, Available Trunks, Call Rate

The flowchart and the table illustrate this example.

- If **Alarm threshold clear %** is set to 20% and PCA (%) Normal Alarm value is set to 80.
- An alarm will occur when the value is less than 80 (the specified value). When it reaches 120% of 80, it will automatically be cleared, i.e. Low Alarm = 80%, hence Low Alarm Clear =80 x 120%=96%.



PCA Value	Alarm
97 – 81	No Alarm
80 – 00	Low Alarm
00 – 95	Low Alarm
96	Low Alarm Clear
97	No Alarm

WB Alarm Scripts

The CCV Alarm Handling is tightly integrated with the wallboard Server software. Alarms may optionally be forwarded to the wallboard Server for display on the wallboards.

By default, once you have specified alarm thresholds for the directory numbers and have also checked the Forward option on Alarm Settings, then when an alarm occurs, the alarm details, in generic format, (e.g. Calls Waiting) will be displayed on the selected wallboard device(s).

Note: In this manual Wallboard Devices are comprised of Ferrograph, Spectrum or AdvaTel Wallboards as well as any active PC Wallboard(s). Refer to the Wallboard Manager manual for more information.

- **Generic Alarm** - Alarm types available in the Alarm trip Points Set Up option.
- **Alarm Script** - Alarm messages accessible from the Wallboard Server.

The Alarm messages can either be displayed in generic or scripted format, which are obtained from the Wallboard Server.

1. Ensure you have selected the wallboard device(s) as detailed in Wallboard Destination.
2. From the **Set Up** menu bar, select **Alarm Scripts**.

Preview shows the format of the alarm message being displayed on the wallboard device(s).

Scripted Alarm Messages

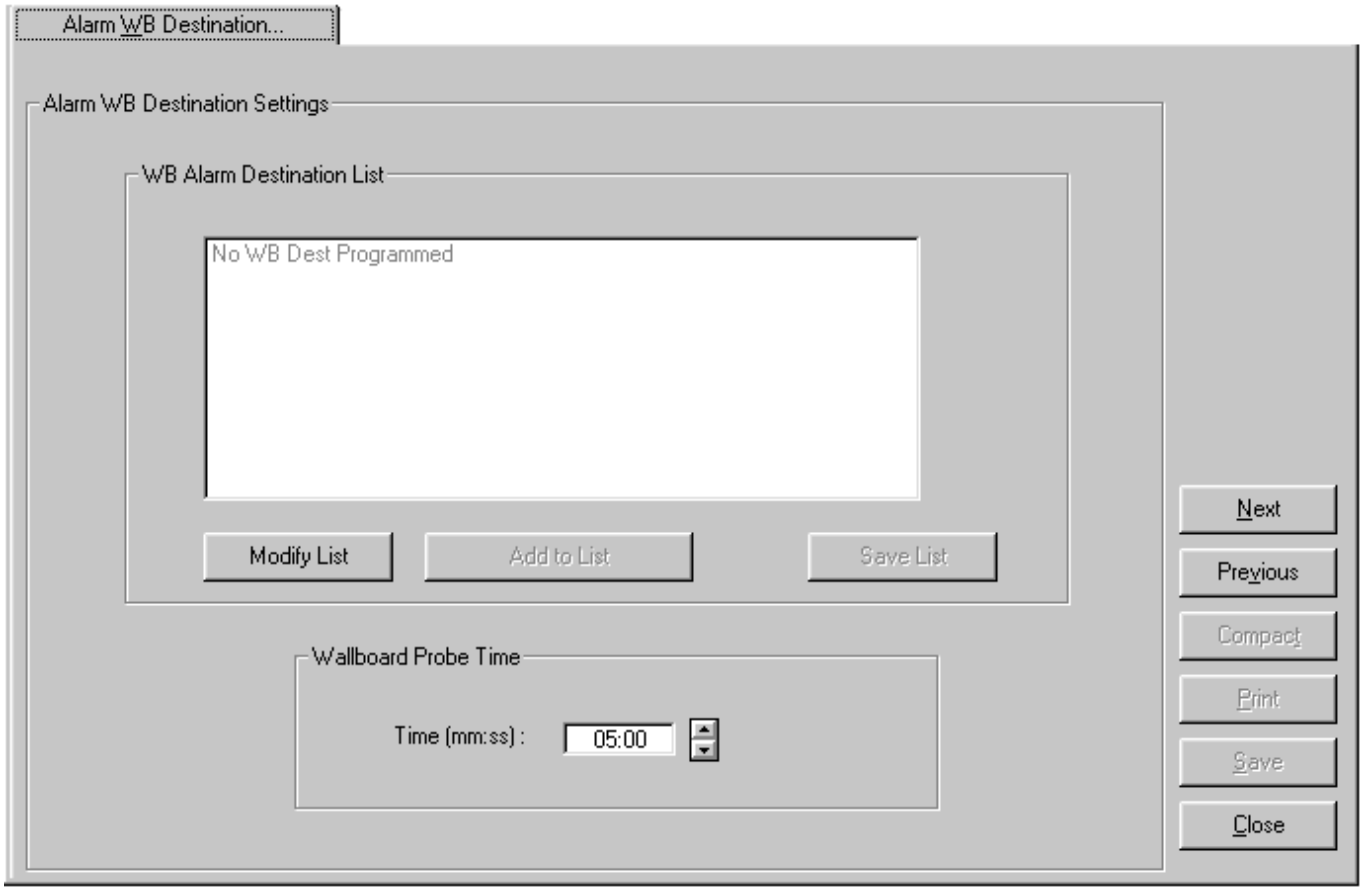
To display Scripted Alarm Messages, you need to associate the alarm messages with the Alarm Type. Alarm Type is the alarm threshold settings configured for a directory number as detailed in Alarm Trip Points.

1. If the **Type** options are not shown, click **cancel** in the Preview Pane.
2. Click the pull down arrow and select from the listed alarm **Type** options.
3. Click the pull down arrow and select an alarm **Cat** (Category), either Low or High.
4. Click **Change** and **Script**.
5. **Preview** shows the layout of the message as will be displayed on the wallboard device(s).
6. Click the required message. Click the **OK** button.
7. To close the screen without making any changes, click **Cancel**.
8. To change from **Script** format to **Generic** format, click **Change**.
9. Ensure **Generic** is selected and then click the **OK** button.

Note: It is recommended to set the PCA Alarm Type to Low Category. Set all the other Alarm Types to High.

Alarm Wallboard Destination

From the **Set Up** menu, select **Alarm WB Destination**.



This option enables you to select specific Wallboard devices within the network to display alarm messages on different agents (DNs) that are generated from the CCV application. e.g. an alarm triggered for the agent on DN 203 can be sent to PC Wallboard for the agent on DN204. However, where an individual DN has not been assigned with its own set of destinations (maximum 5), the Alarm WB Destination settings will be used as a catch-all. Where a DN has been set up with its own destination list, this will override the Alarm WB destination settings - which will then not be used as a destination.

By clicking the Modify list button, you will stop sending the Alarm messages (if Forward has been checked) to the wallboard device(s). You are then able to select wallboard device(s) as well as any active PC Wallboard(s).

Notes:

1. Whilst in this screen, the Forward Alarm option is disabled.
2. To display the Alarm Messages on the selected wallboard devices, ensure you have checked the Forward Alarms option in the Alarm Details setup screen
3. In this manual, Wallboard device comprises of Ferrograph, Spectrum and AdvaTel Wallboards as well as any active PC Wallboard(s).

Add Wallboard Device

1. Click the **Add to List** button. The Wallboard Manager Browser screen appears which lists the Wallboard Servers as well as the Wallboard Devices within the network.

   - If you want to select all wallboard devices double click . Click **Done**.

   - If you want to select individual wallboard devices:-

     - Click (Wallboard Server)
     - Then click (type of Ferrograph, Spectrum or AdvaTel Wallboard devices)
     - Then double click for individual Wallboard
       or
       Click for PC Wallboards, and then for individual active PC Wallboard.
     - Once you have selected the required device(s), click **Done**.

2. From the Alarm Wallboard Destination screen, click **Save List**.

Remove Wallboard Device

To remove a wallboard device from the **Wallboard Destination List**, double click the device.

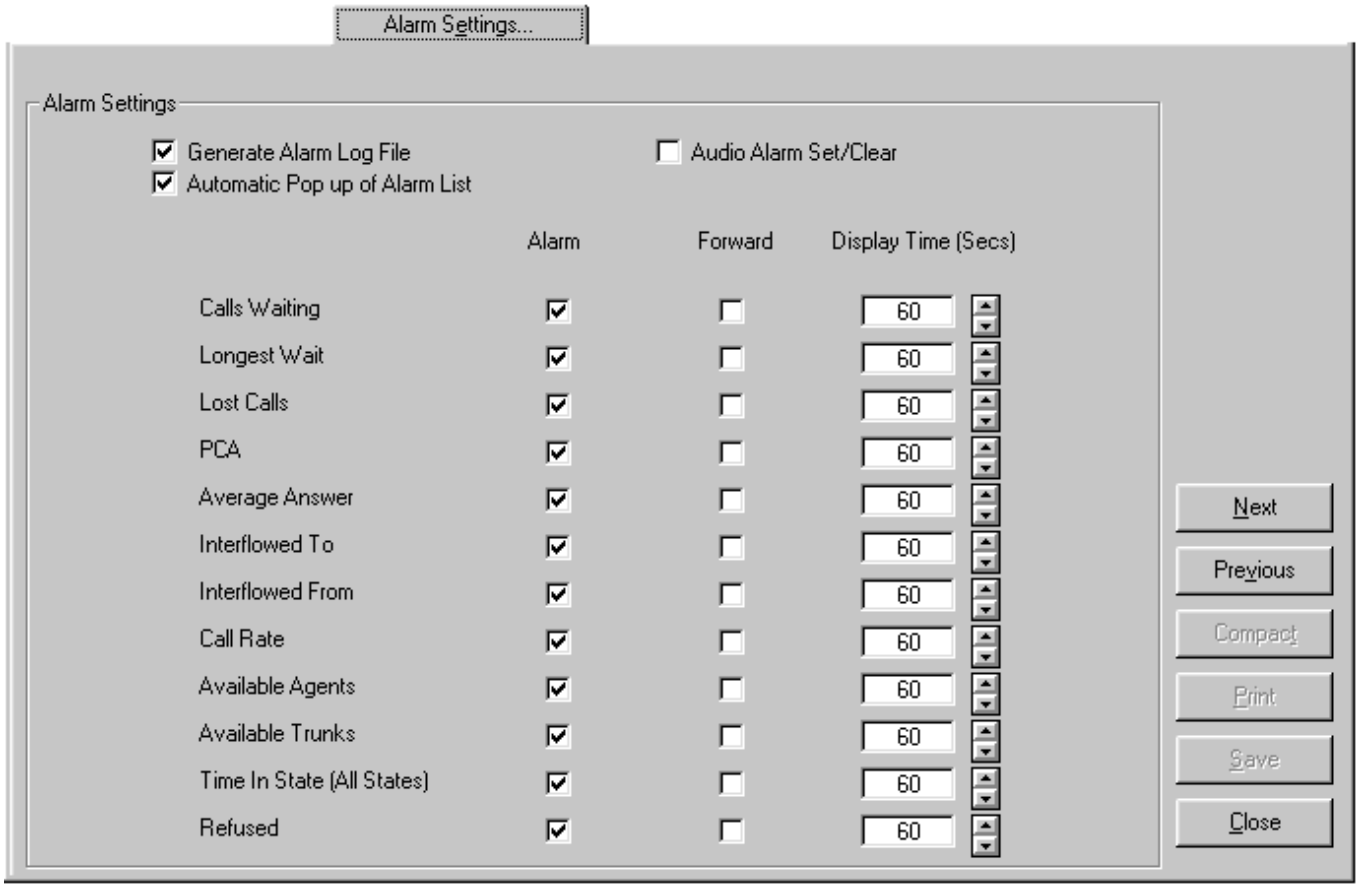
Wallboard Probe Time

This sets the time interval at which the CCV checks the selected wallboard device(s) to ensure the connection to the device(s) is still intact.

The default Time is set to 05:00 minutes. To change the Time click and hold the spin button until the required time appears.

Alarm Settings

From the Set Up menu, select Alarm Settings.



The Alarm Settings screen enables you to administer the alarm configurations based on the following conditions.

- **Alarm**: enables/disables an alarm field for all the specified directory numbers - This means that if you do not wish to monitor an alarm field for the directory numbers, you can disable it without changing its configuration for individual directory numbers.
- **Forward**: forwards alarm messages to the wallboard device(s) - You can select the required alarm field to be displayed on the wallboard device(s)
- **Display Time**: the duration of time of the alarm messages displayed on the Scheduled Messages List of the Wallboard Server.

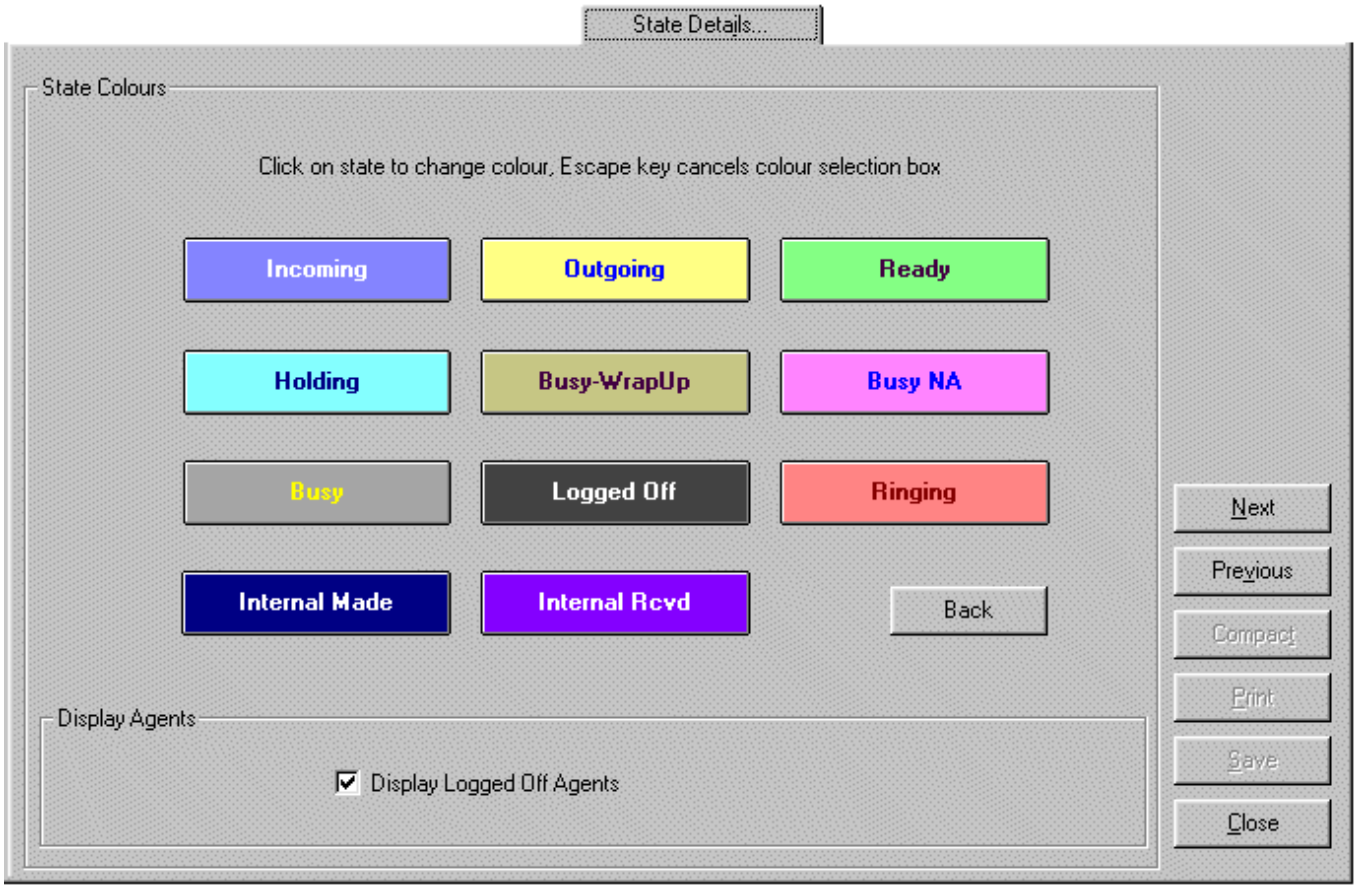
For all the alarm configurations you can specify the following options:

- **Generate Alarm Log File**: Any alarm that is generated can be saved to the CCV Alarm Reporter to provide an historic representation of exceeded alarm conditions.
- **Pop Up Alarms**: When an alarm field reaches its threshold setting, this option will cause the First Alarm screen together with the individual Detail Screen for the directory number to pop up.
- **Audio Alarm Set/Clear**: this causes the PC to beep every time an alarm has been triggered and also when the alarm is cleared.

On completion, click **Save**.

State Details

This option enables you to select a set of preferred colours for the states.



1. From the **Set Up** menu, select **State Details**.
2. To change the **Text** colour of a State, click **Back** (which changes to **Text**). Then click the state, a Colour Selection box appears.
3. Click the required colour. Click the **Ok** button.
4. To change the **Background** colour of a State, click **Text** (which changes to **Back**). Then click the state, a Colour Selection box appears.
5. Click the required colour. Click the **Ok** button
6. To close the **Colour Selection** box without selecting a colour, click **Cancel**.

Note

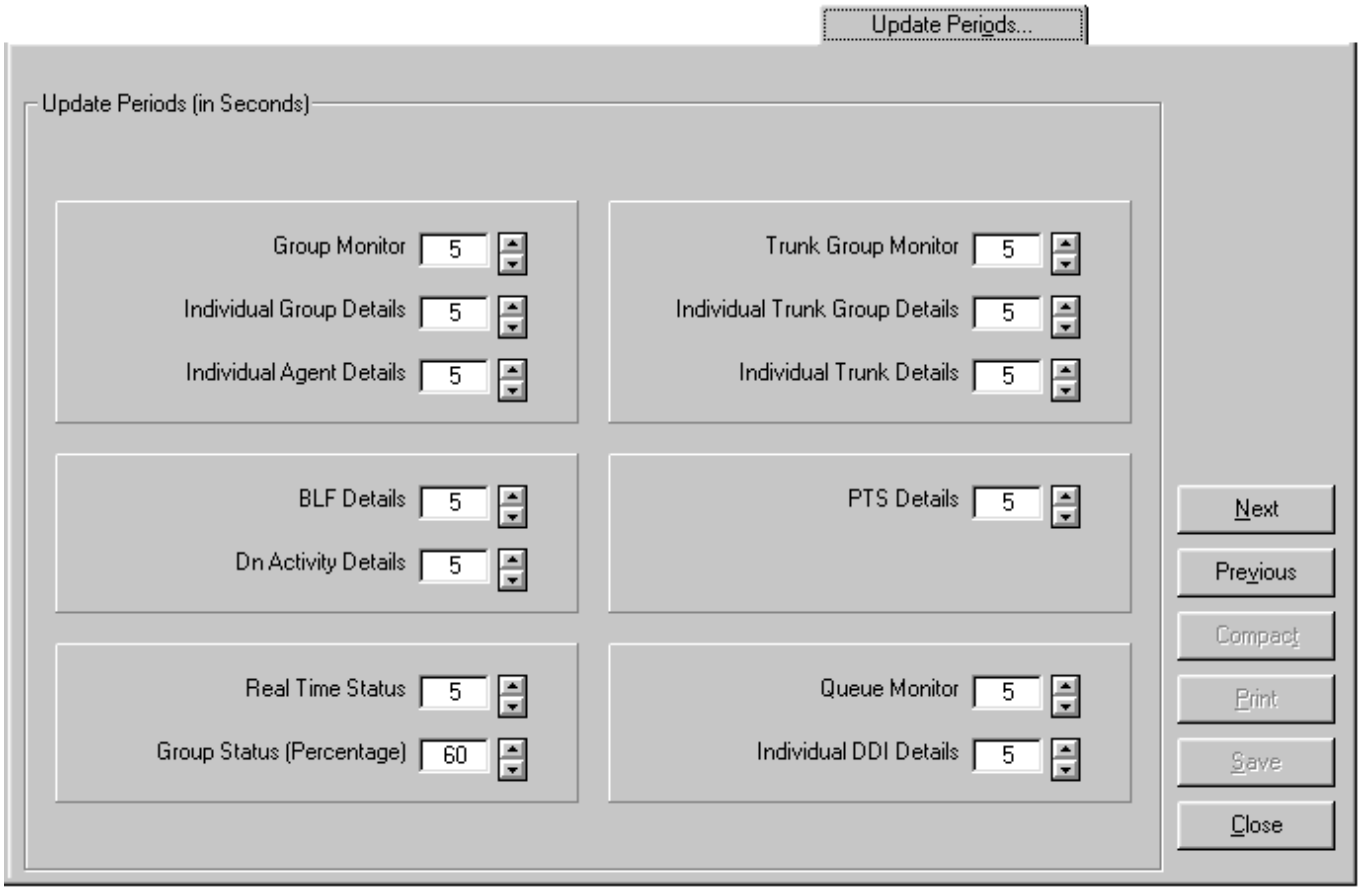
If you select Red colour an error message will appear preventing you selecting it. By default, red background indicates an alarm has occurred.

View logged off Agents

You can display all the logged off agents when monitoring directory numbers in the Real Time Status and BLF Details View screens by selecting Display Logged Off Agents.

Update Periods

From the **Set Up** menu, select **Update Periods**.



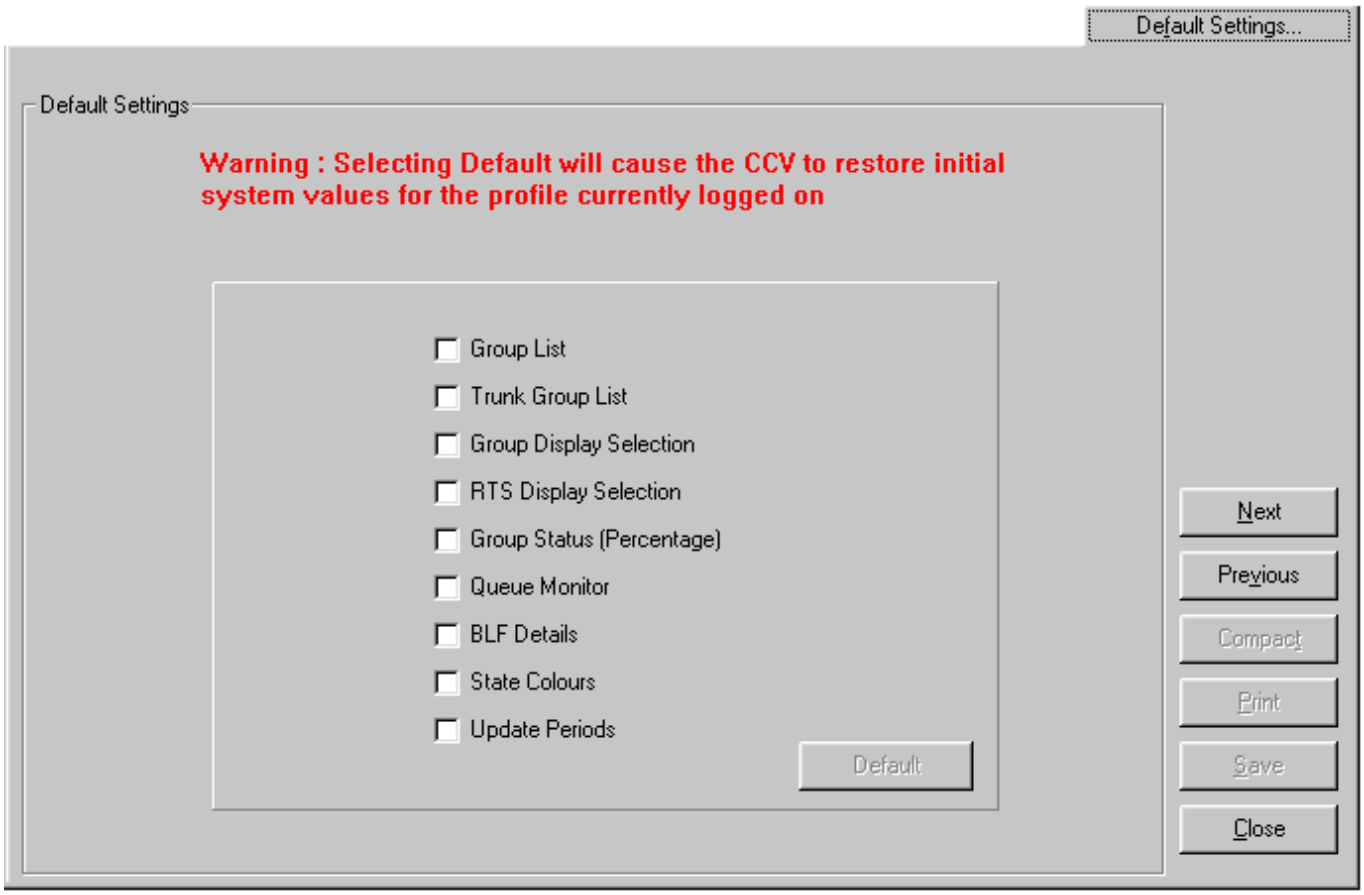
This option enables you to set the time for obtaining the current information from the telephone switch. To increase/decrease the Update Period for each field, click and hold the mouse on the spin button until the required time appears in the left hand box.

- By default, the **Update Periods** are set to 5 seconds except for Group Status (Percentage), which is set to 60 seconds. The range is 1-25 seconds with the exception of Group Status (Percentage) which is 1-1440 seconds.

Note: Dn activity cannot be set below 5 seconds

Default Settings

This option allows you to reset the configured **Setup** screens back to default values. From the **Setup** menu, select **Default Settings** and the following screen appears:



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1. Tick the box associated with a field
2. Click the **Default** button.
3. Click the **Yes** button to confirm default setting.

View

General

This section details the CCV **View** screens and how to use them.

When you first open CCV, you are requested to Logon with a named profile. The toolbar icon and the items listed under view will be grayed out until you have Set up and configured the profile.

Modify Configuration

View screens have a **Set Up** option. This option enables you to alter the configuration without exiting the View screen.

To change the configuration:

- Click on the View screen;
  or
- Click from the tool bar;
  or
- From the **Set Up** menu, select your required option.

View screens provide the following features:

1. **Close** option that enables you to exit the current screen.
2. **Minimise** and **Maximise** screen options.
3. Resizing option, which enables you to change the size of a window by using the mouse to drag a corner or side of a window in any direction.
4. Default Size that restores the windows to their original size.

Change State Colours

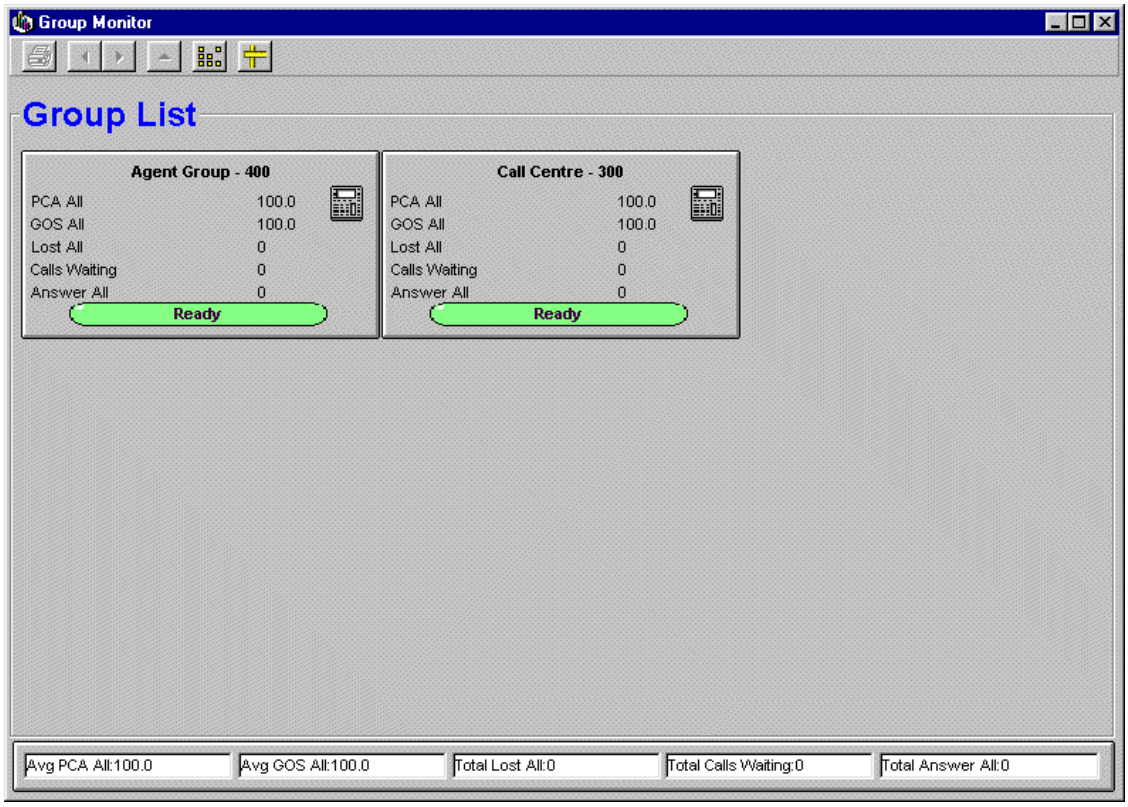
The colour of the status of the directory numbers changes as their state changes. To select different state colours see State Details.

If you have set an alarm for any of the selected directory numbers, then when an alarm occurs the background colour changes to red. To find out about the alarm see Alarm Details.

Group Monitor

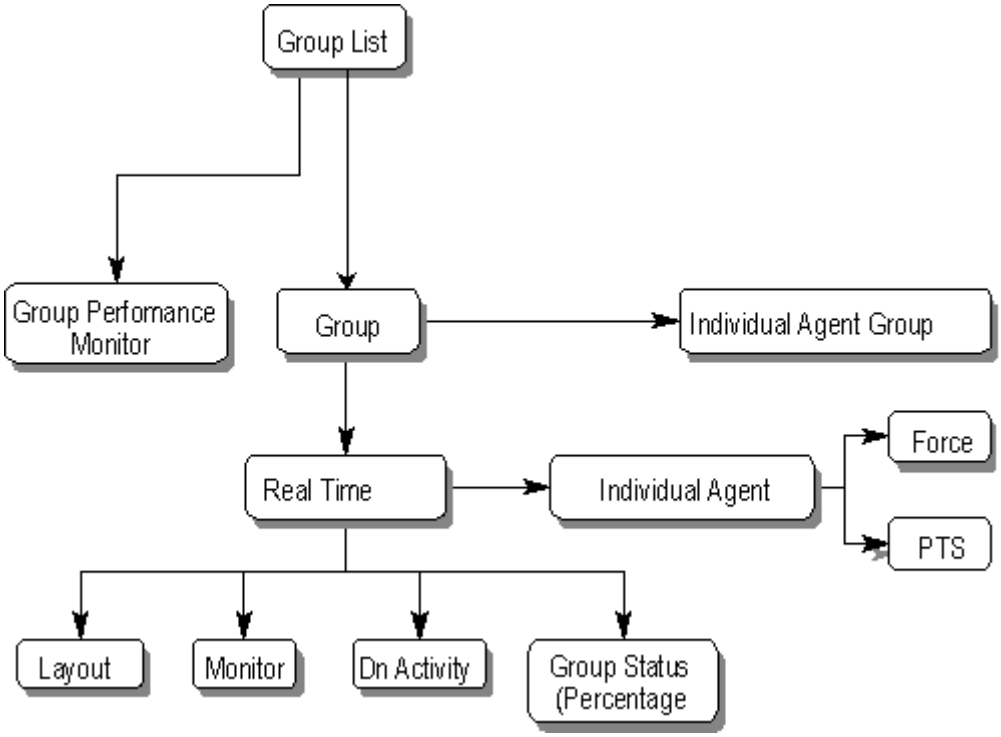
The Group Monitor allows high level monitoring of groups. This real time screen allows you to monitor the status of each group's selected statistics within the CCV Group List.

From the **View** menu, select **Group Monitor**, or from the toolbar, click . The **Group List** screen appears.



The supervisor may view 9 groups on each screen and scroll to subsequent screens to view more groups (up to a maximum of 7 screens) thus enabling the supervisor to monitor large numbers of groups simultaneously. At a glance, the supervisor can see the status of a group or if any alarms have triggered on that group.

The group icon shows the current state of the group, if an alarm is triggered the group icon will change to red to draw attention to the exception. It is possible to select five parameters for each group to be displayed on the group icon. In addition, five fields may be selected from the list to be displayed, at the bottom of the screen, as totals for the selected Agent groups.

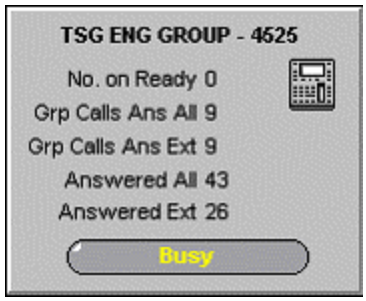


The above diagram shows the levels within the Group Monitor View screens.

- If you right mouse click on a group you will view the Individual Agent Group details.
- If you left mouse click on a group you will be taken to the Real Time Status screen for the group. You can change the layout of the Agents on screen and the way they are displayed. The Group Status Percentage and DN Activity screens can also be viewed.
    - A right mouse click on an agent will show the Individual Agent Details where you can Force Agent Status and view the PTS (Percentage Time in State).

Group Details

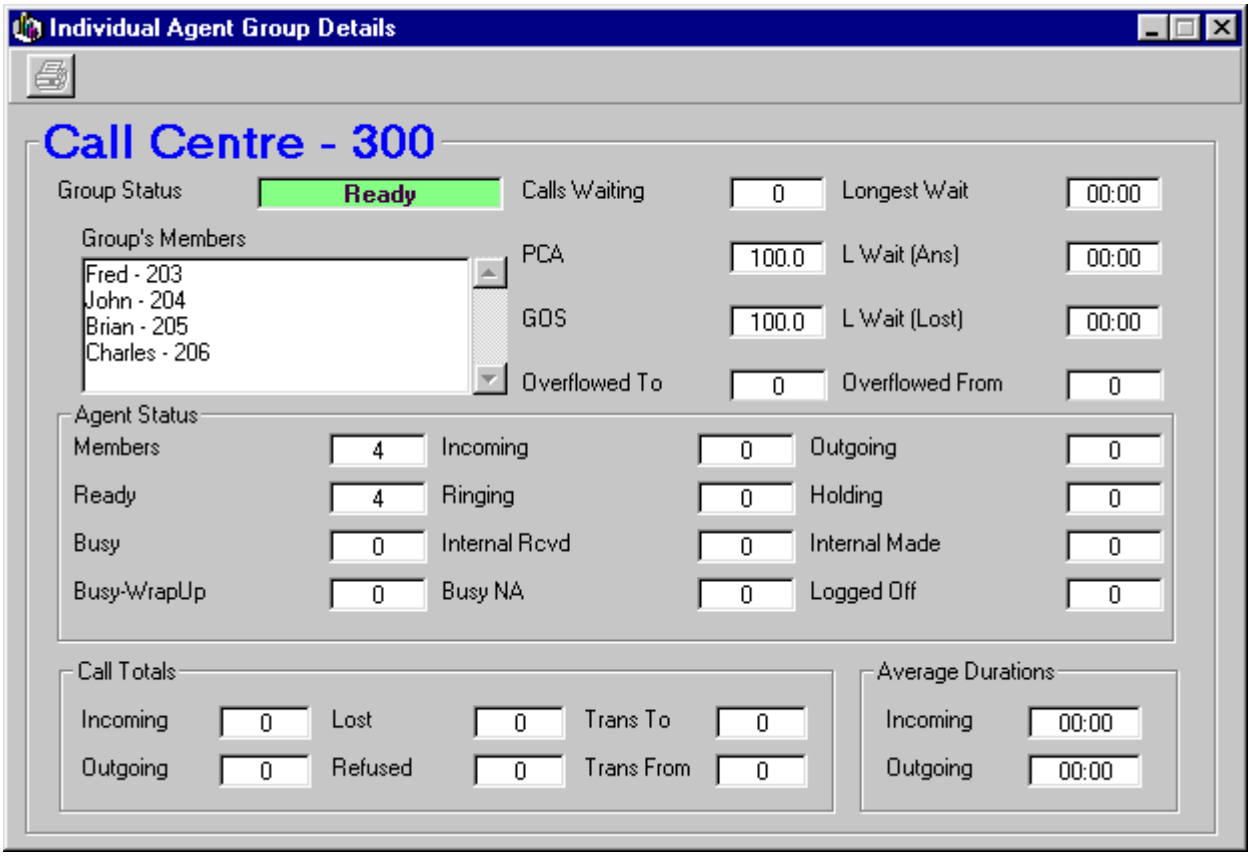
A group is represented by:



This is a typical example, the five parameters shown have been configured during the set up procedure.

Individual Agent Group Details

To display summary information for a group, right click the group, the **Individual Agent Group Details** screen appears. It is particularly useful as it provides a single screen summary of group information in terms of call volumes, status of group members and average call duration's.



If an alarm has been set for any of the Calls Waiting; Longest Wait; PCA; Lost alarm fields (see Alarm Trip Points for the applicable Setup), when the alarm is triggered, then the background colour of the alarm field changes to **red** (see Alarm List for details).

The background colour of the Group Status changes to **red**, if the alarm has been triggered. The following information is available on **Individual Agent Group Details** screen:

Note: Any metric with a '*' indicates that a breakdown of internal or external call statistics can be derived by pausing the cursor over these particular fields of information.

Group details

- **Name:** The group name and directory number.
- **Group Status:** The current status of the group.
- **Group's Members:** A list of the agent group's members.
- **Calls Waiting:** The total number of calls currently waiting for the group.
- **PCA (Percentage Calls Answered)*:** The number of calls answered by the group within the target answer time expressed as a percentage of calls answered by the group.
- **GOS (Grade Of Service)*:** The number of calls answered by the group within the target answer time expressed as a percentage of calls answered and lost by the group.
- **Overflowed To:** The number of calls which originally rang another directory number then rang this group and were answered.
- **Longest Wait:** The length of the current longest waiting call for this group.
- **Longest Waiting (Answered)*:** The longest waiting call before answer today.
- **Longest Waiting (Lost)*:** The longest waiting call that was lost today by agent.
- **Overflow From:** Calls that originally rang this group and then rang a subsequent group.

Agent Status

- **Members:** The number of members in this group.
- **Ready:** The number of agents currently ready to take incoming calls.
- **Busy:** The number of agents currently in busy.
- **Busy Wrap Up:** The number of agents currently in busy wrap up.
- **Incoming:** The number of agents currently engaged on incoming calls.
- **Ringing:** The number of agents whose extension is currently ringing.
- **Internal Rcvd:** The number of agents currently receiving internal calls.
- **Busy NA:** The number of agents currently in busy not available.
- **Outgoing:** The number of agents currently engaged on outgoing calls.
- **Holding:** The number of agents currently holding calls.
- **Internal Made:** The number of agents currently making internal calls.
- **Logged Off:** The number of agents currently logged off.

Call Totals (Today)

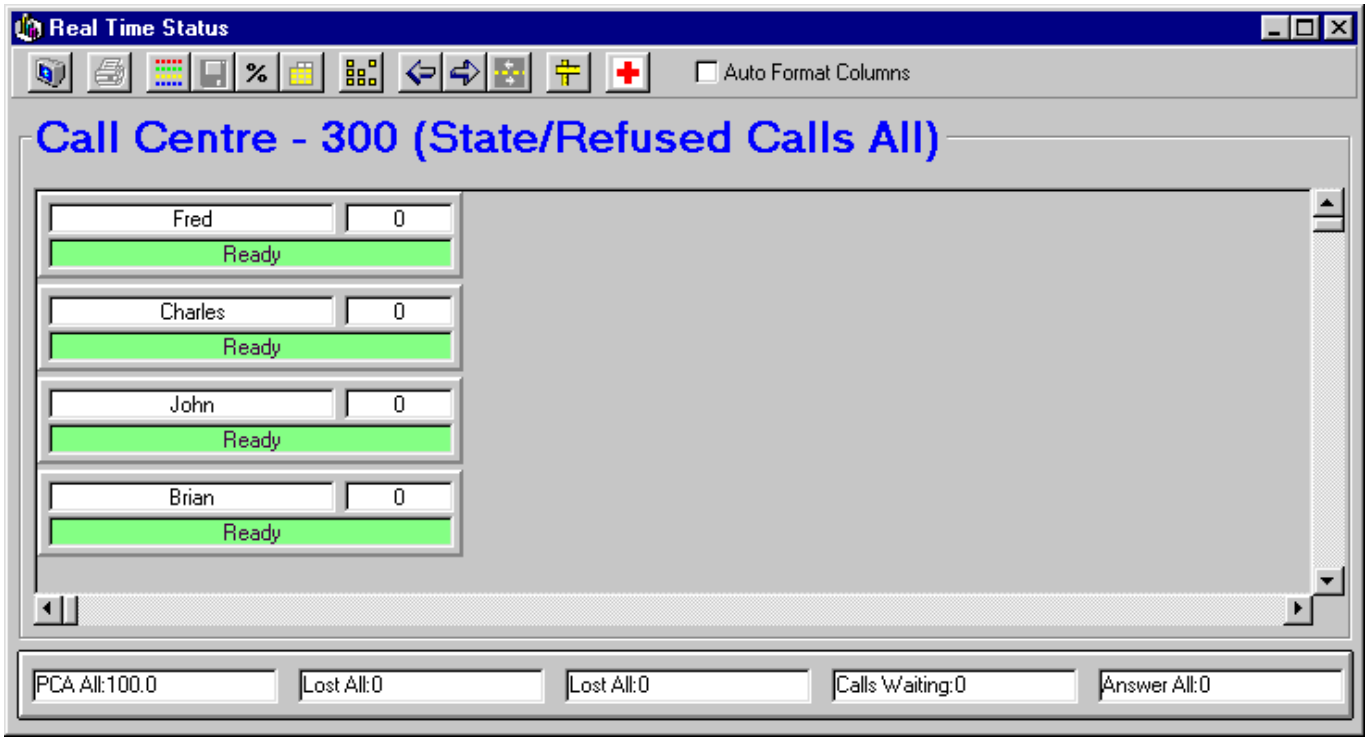
- **Incoming*:** The total number of incoming calls answered today.
- **Outgoing*:** The total number of outgoing calls today.
- **Lost*:** The total number of lost calls today.
- **Refused*:** The total number of calls which rang the group and were not answered by members of the group today.
- **Transferred To*:** The total number of calls transferred to the group today.
- **Transferred From*:** The total number of calls transferred from the group today.

Average Duration's:

- **Incoming:*** The average duration of incoming calls today.
- **Outgoing*:** The average duration of outgoing calls today.

Real Time Status

From the Group Monitor screen, click (using left-hand mouse button) a group, the **Real Time Status** screen appears. This screen displays the number of agents in the group, their individual status. Real Time Agent Status screen allowing the supervisor to view a number of agents in real time. Each agent is represented by an icon showing the agent's name and current state; in addition, the supervisor may select one field to be displayed within the agent icon.



Real Time Status screen displays the name of the group as well as the selected display information that is being monitored.

Using 'drag and drop', the screen may be laid out to represent the office layout from the supervisor's perspective.

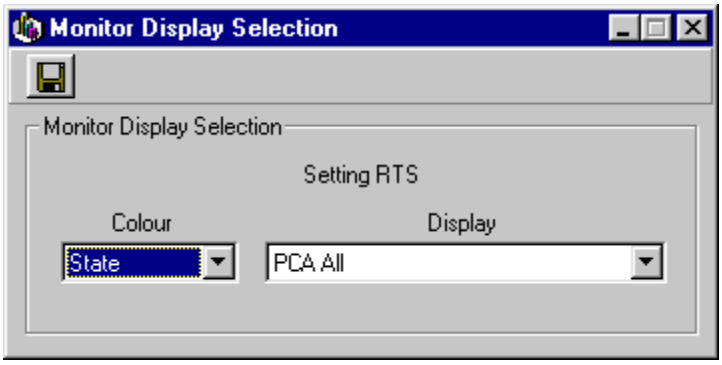
The statistics for the group are represented at the bottom of the screen. These represent the total statistics information for the agents within the group.

If an alarm has been set for any of the selected statistics, when the alarm is triggered, then the background colour of the **selected statistics** changes to **Red.** To find out about alarms see Alarm List.

To find out which Agents are set up in a higher numbered agent group than the group on display, click (Show members in higher Group) which changes the agents background colour to red.

Real Time Status Monitor

To display different statistics for the agents, click , the Monitor Display Selection screen appears.



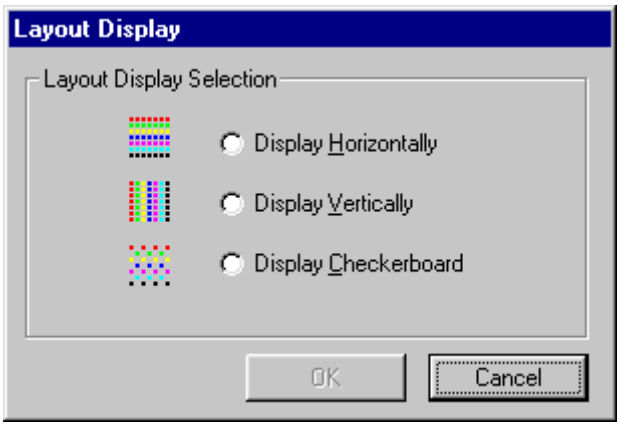
1. To change the **Colour**, click the pull down arrow and select from the listed options. At present there is only State option implemented, future versions of the application will support further options.
2. To change the **Display**, click the pull down arrow and select from the listed options. Click . The available options are:
   - **Answer All**: The total number of all calls (internal and external) answered by the agent / members of the group
   - **Answer Ext**:The total number of external calls answered by the agent / members of the group.
   - **Calls Waiting**: The total number of calls waiting for the agent / group.
   - **GOS All**:The number of calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls presented.
   - **GOS Ext**: The number of external calls answered within the target answer time expressed as a percentage of external calls presented.
   - **Group Calls Answered**: The total number of incoming answered calls, answered by agents for a particular agent group/campaign or the total calls answered for all agent groups for today/this shift.
   - **Group Calls Avg Duration**: The average duration of incoming answered calls, answered by agents for a particular agent group/campaign or the average duration of all calls answered for all agent groups for today/this shift.
   - **Internal Made**: The total number of internal calls made by the agent / group today.
   - **Internal Rcvd**: The total number of internal calls received by the agent / Group today.
   - **L Wait (Ans) All**: The longest wait of all calls (internal and external) before answer today.
   - **L Wait (Ans) Ext**: The longest waiting external call before answer today.
   - **L Wait (Lost) All**: The longest waiting of all calls (internal and external), which was lost today.
   - **L Wait (Lost) Ext**:The longest waiting external calls, which was lost today.
   - **Last Call Cost**: The cost of the last call answered by the agent today.
   - **Longest Wait**: The longest waiting current call.
   - **Lost Calls All**: The total number of all incoming (internal and external) unanswered calls by the agent today.
   - **Lost Calls Ext**: The total number of external incoming unanswered calls by the agent today.
   - **Outgoing All**:The total number of all outgoing calls (internal and external) made by members of the group / agent today.
   - **Outgoing Ext**: The total number of all external outgoing calls made by members of the group / agent today.

- **PCA All**: (PCA = Percentage of Calls Answered). The number of calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls answered.
- **PCA Ext**: The number of external calls answered within the target answer time expressed as a percentage of external answered calls.
- **Refused Calls All**: The total number of all calls (internal and external) which rang the agent today which they did not answer.
- **Refused Calls Ext**: The total number of external calls which rang the agent today which they did not answer.
- **Time in State**: The time spent in the current state.
- **Total Call Cost**: The total cost of all the calls answered by the agent today.

Agent Display Position

When you are viewing **Real Time Status** screen for the first time, the agents within the group are cascaded. You can rearrange them by either selecting the **Auto Format Columns** option, or using the drag-and-drop option.

By default, there are three preset positions. Click the *Layout* button , to view the **Layout Display Selection** screen. Select one of the items on the list, then click *OK*. If there are more than 12 agents in the group, then **Display Checkerboard** option can not be selected.



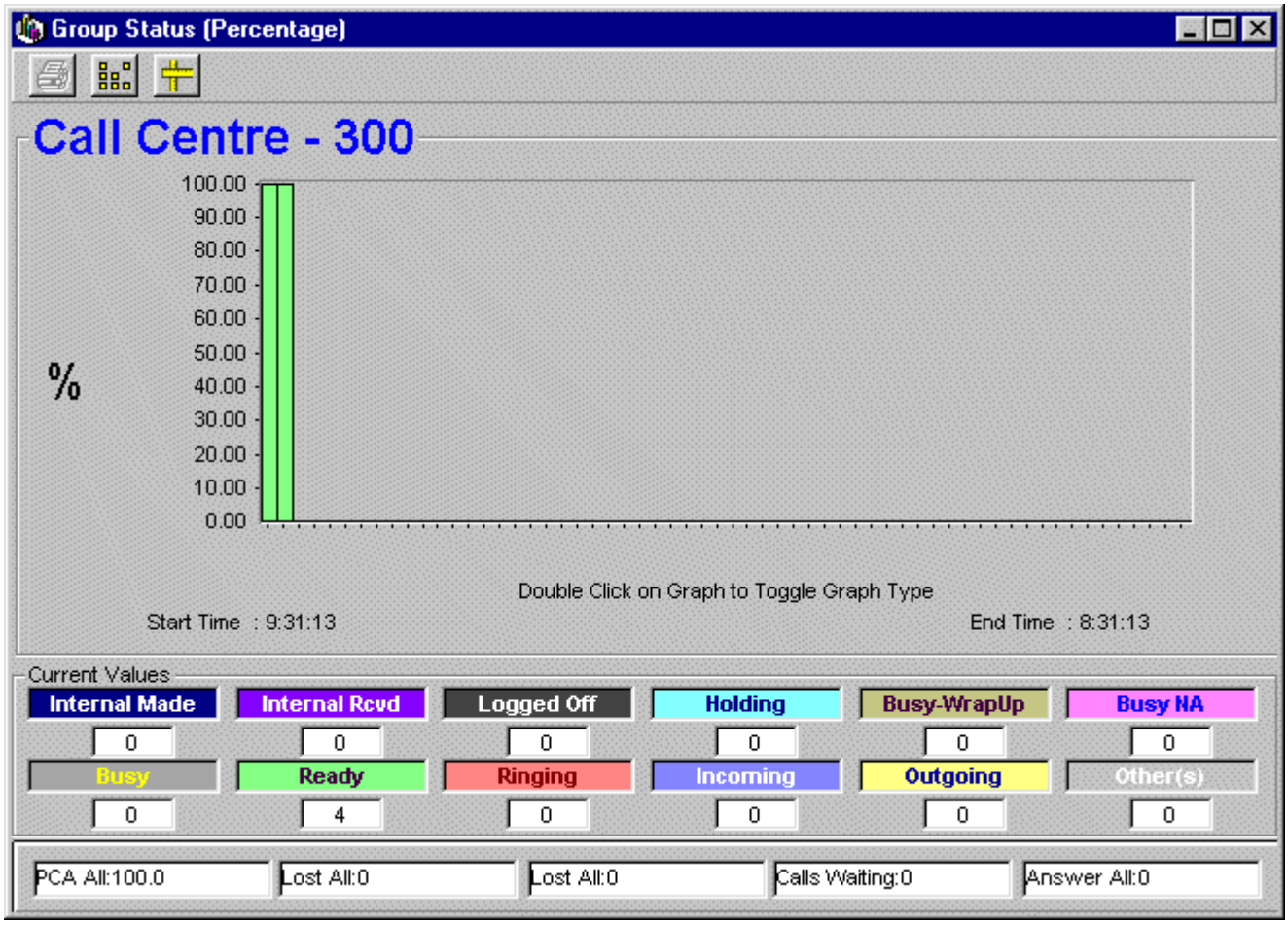
You can resize the **Real Time Status** screen by using (moves the screen to the left by one column) or (moves the screen to the right by one column).

If the Agent(s) position(s) have been altered manually (i.e. using the drag and drop method) within the Real Time Status View screen, then click to return agent(s) position(s) to their last saved position. To save the new position of the agents, click .

Group Status Percentage

This screen displays a graphical representation of the percentage of the selected group's agents within the selected states.

To activate the percentage view screen, open the **Group Monitor (List)** screen. Left click on an agent group to display the **Agent/Group (State/Time in State)** menu and click on the percentage icon in the tool bar. The **Group Status (Percentage)** screen appears. This is a real time screen that shows a summary of the percentage of agents in each state.



The statistics along the status bar of the screen represents the information of the agents within the group.

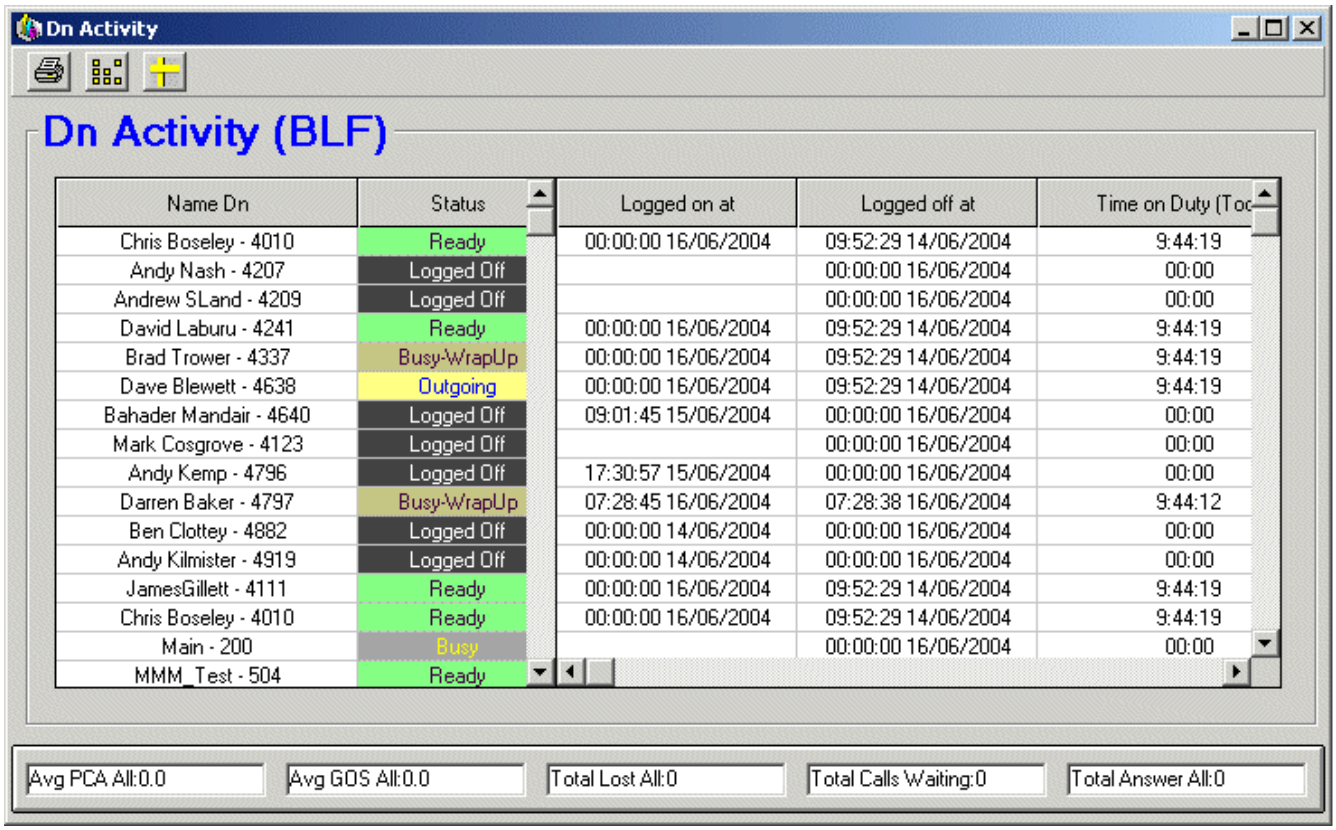
Percentage Graph Format

The vertical axis of the graph represents percentage of agents in each state and the horizontal axis represents time. The graph shows historical state percentages between Start Time and End Time.

There are two formats that the graph can be displayed. Double click on the graph to toggle between Bar and Area formats.

Agent DN Activity

To view the status of the Agents within the Group in greater detail, from the Real Time Status screen, click . The **Dn Activity** screen appears.



You can change column widths by dragging the column boundaries in the table itself, and then click .

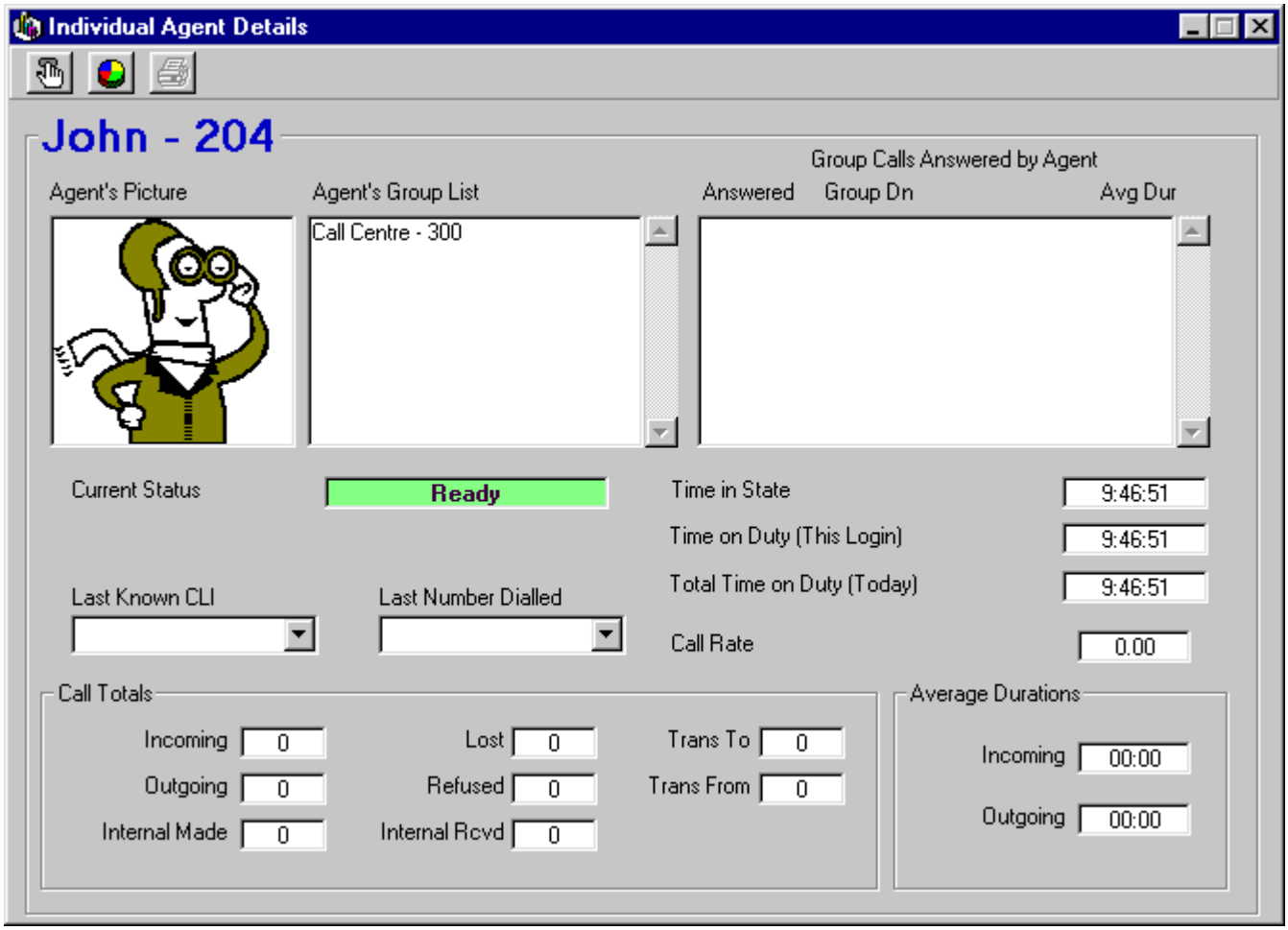
Using the **Dn Activity Set Up** option , you can select the fields to be displayed together with the order in which they appear on the screen.

- **Note: The MINIMUM Update Period for this screen is 5 seconds.**
  Click (using the right mouse button) an agent, the **Individual Agent Details** screen for the selected Agent will appear.

Individual Agent Detail

The Individual Agent Detail screen allows the supervisor to focus in on a particular agent and view their activity per day or per shift. The screen also provides a list of the groups that the agent is a member of plus a breakdown of the number of calls answered by the agent for each of these group memberships, including the average duration of those calls. Summary information for the agent's activity for the day or their shift is also available.

From the **Real Time Status** screen, right click on an agent and the **Individual Agent Details** screen appears. This screen contains real time summary information for the day or shift.



The fields available on the **Individual Agent Detail** screen are as follows (Note: Any metric with a '*' indicates that a breakdown of internal or external call statistics can be derived by pausing the cursor over these particular fields of information):

State

- **Name:** The name and roaming agent number of the agent.
- **Agent's group list:** All the groups of which the agent is a member.
- **Current status:** The current status of this agent.
- **Time in state:** The amount of time that the agent has spent in their current state.
- **Time on duty (this login):** The total time that this agent has spent on duty this login.
- **Total time on duty (today):** The total time that the agent has spent logged on today.
- **Group Calls Answered by agent:** Breakdown of calls answered by the agent, by group, for which they are a member of, including the average duration of those calls.
- **Call Rate:** The hourly outgoing call rate for calls, made by this agent.
- **Last Known CLI:** Displays the CLI of the last call, the agent was connected (Internal and External). It also contains a drop down list of the last 10 CLI's delivered, including external CLI and internal id.
- **Last Number Dialled:** Displays the LND by the agent and which was connected successfully. It also contains a drop down list of the last 10 numbers dialled (Internal and External) by the Agent.

Call Totals

- ***Incoming:** The total number of incoming calls this agent has answered today.
- **Internal Made:** The total number of internal calls received by the agent today.
- **Internal Rcvd:** The total number of internal calls made by the agent today.
- ***Outgoing:** The total number of outgoing calls made by this agent today.
- ***Lost:** The total number of calls lost by the agent today.
- ***Refused:** The total number of calls that have rung this agent that have not been answered by this agent.
- ***Transferred To:** The total number of calls that have been transferred to this agent today.
- ***Transferred From:** The total number of calls transferred by this agent today.

Average Durations

- ***Incoming:** The average duration of incoming calls today.
- ***Outgoing:** The average duration of outgoing calls today.

Note: **Connected Device** is displayed only when the directory number is engaged in an incoming or outgoing call. The number in the box indicates the device the directory number is connected to. When the directory number is in a state other than Incoming and Outgoing, the Connected Device is not displayed.

Agent Picture

To obtain an agent picture, you will need to know the directory number for the agent.

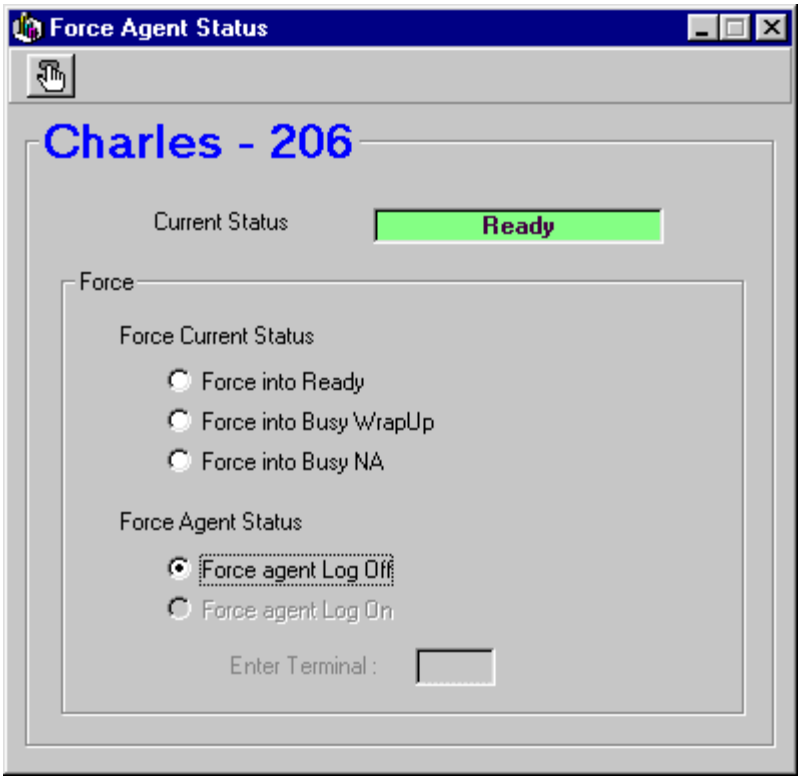
When saving an agent picture the file must be in BMP (Bitmap) form (256 colours and 130x120 Pixels) with the file name as 'agent's directory number.bmp'.You must save the picture in:

C:\ProgramFiles\Avaya\IPOffice\CCC\CallCentreView\MUGSHOTS directory.

For example, if an agent's directory number is 2222, then you save the picture as 2222.bmp within the C:\ProgramFiles\Avaya\IPOffice\CCC\CallCentreView\MUGSHOTS directory.

Force Agent Status

Force option is only enabled if you are logged on with Access Level of Administrator. From the **Individual Agent Details** screen, click . The **Force Agent Status** screen appears.



The Force Agent Feature allows the supervisor to act on the information being received about the running of the Call Center. For example*:* should an alarm appear showing an agent in Busy WrapUp for longer than a defined threshold for that agent, the supervisor can, by simply clicking on an agent, force them back into group.

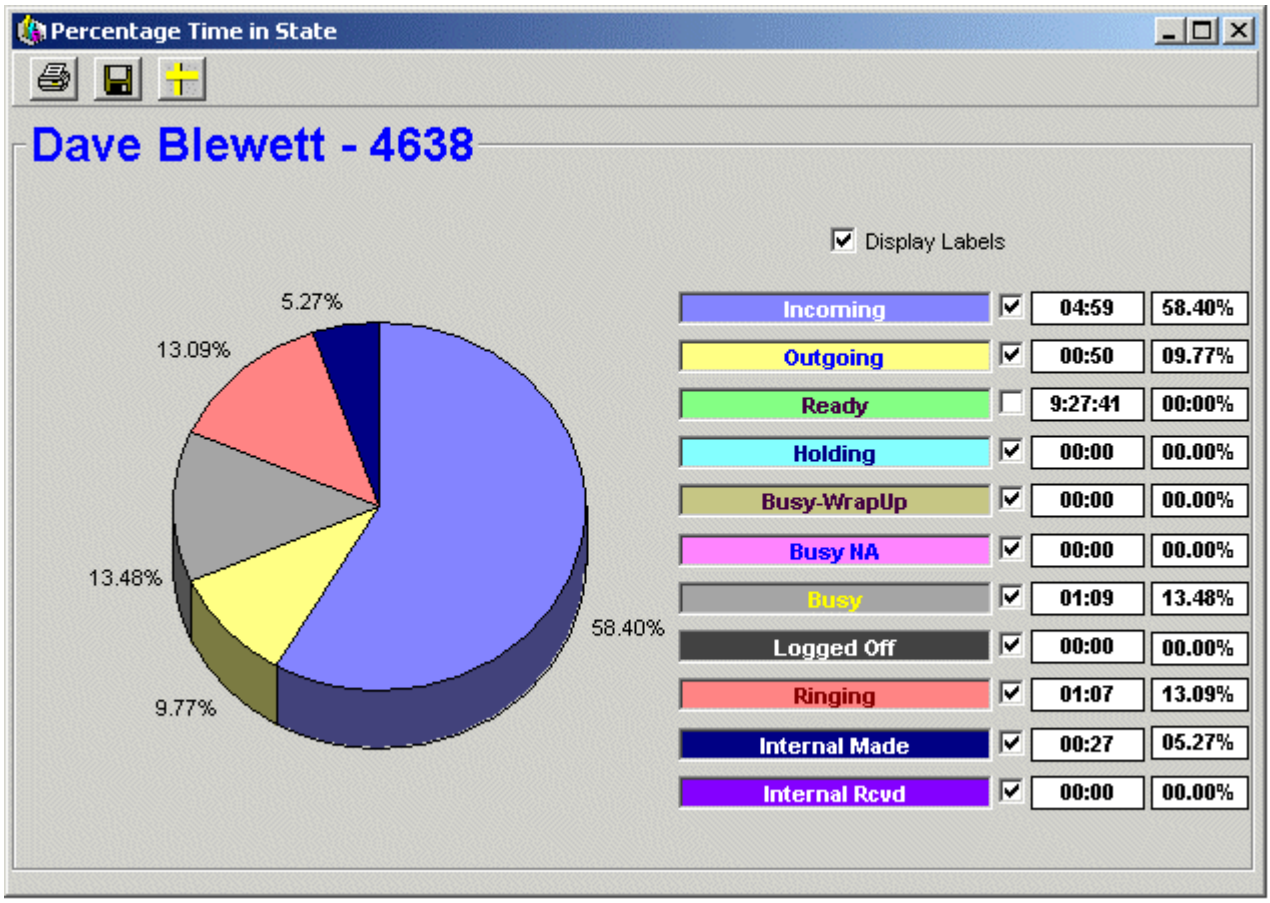
This is a real time screen and shows the name and current status of the selected agent in the group. It enables you to change the agent's status.

- To change the current status, select the radio button associated with the required status.
- To log an agent off, click **Force agent Log Off** to log the agent off Status radio button.
- To log an agent on, click the **Force agent log On** button to force the agent to log on.

Click when finished. Please wait as implementation will take a few seconds.

Percentage Time in State

From the **Individual Agent Details** screen, click the **Percentage Time in State** screen appears. The Percentage Time Summary screen provides information via a real time pie chart showing, at a glance, the percentage of time an agent has spent in each state today and the amount of time an agent has spent in each state.



Display Labels

The Percentage is represented in a pie chart format. The colours on the pie chart indicate which state has been selected. The number associated with each colour indicates the length of time (percentage) the agent has been in each state. If you do not wish to see this information, click associated with **Display Labels**.

Select a different State

By default some of the states have been selected.

1. To select any of the states, click a associated with that state.
2. To deselect any of the states, click a associated with that state.

Save the selected States

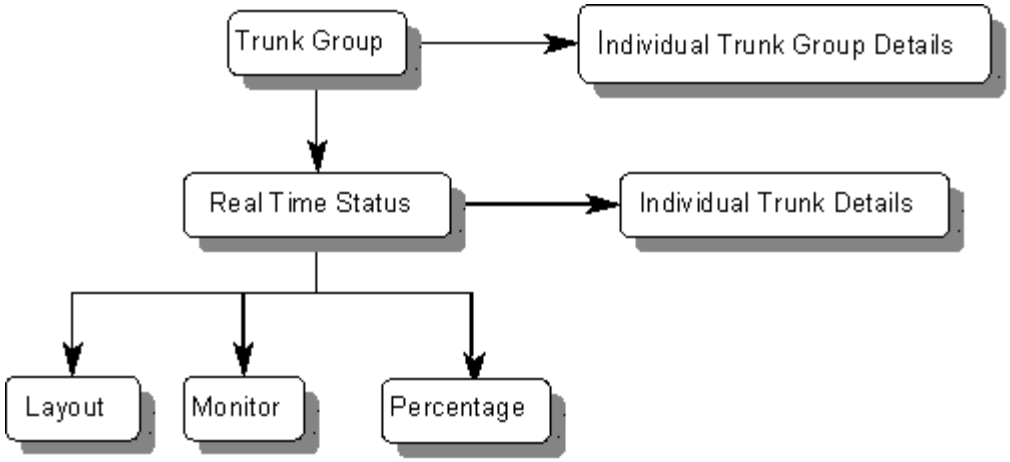
Once you have selected the required states, click . This will save the selected states for of all the agents within that group.

Trunk Group Monitor

This screen allows you to monitor the status of the **Trunk Group List**. This is a real time screen and displays the status of the selected trunk groups (see Set Up Call Center View for setup details). You can monitor only six trunk groups at a time. This screen also displays each group's selected statistics.

The features explained within the Trunk Monitor are:

- Trunk Groups
- Individual Trunk Group Details
- Real Time Status
  - Monitor
  - Trunk Display Position
  - Trunk Group Status
  - Individual Trunk Details



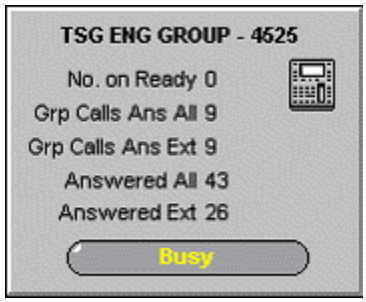
The above diagram shows the levels for monitoring trunks. Using the left-hand mouse button, you can move down a level. Using the right hand mouse button, you can obtain a summary of individual directory numbers (i.e. Group and Real Time Status screens).

Trunk Groups

From the **View** menu, select **Trunk Group Monitor**, or click . The **Trunk Group Monitor** View screen appears:

Trunk Group

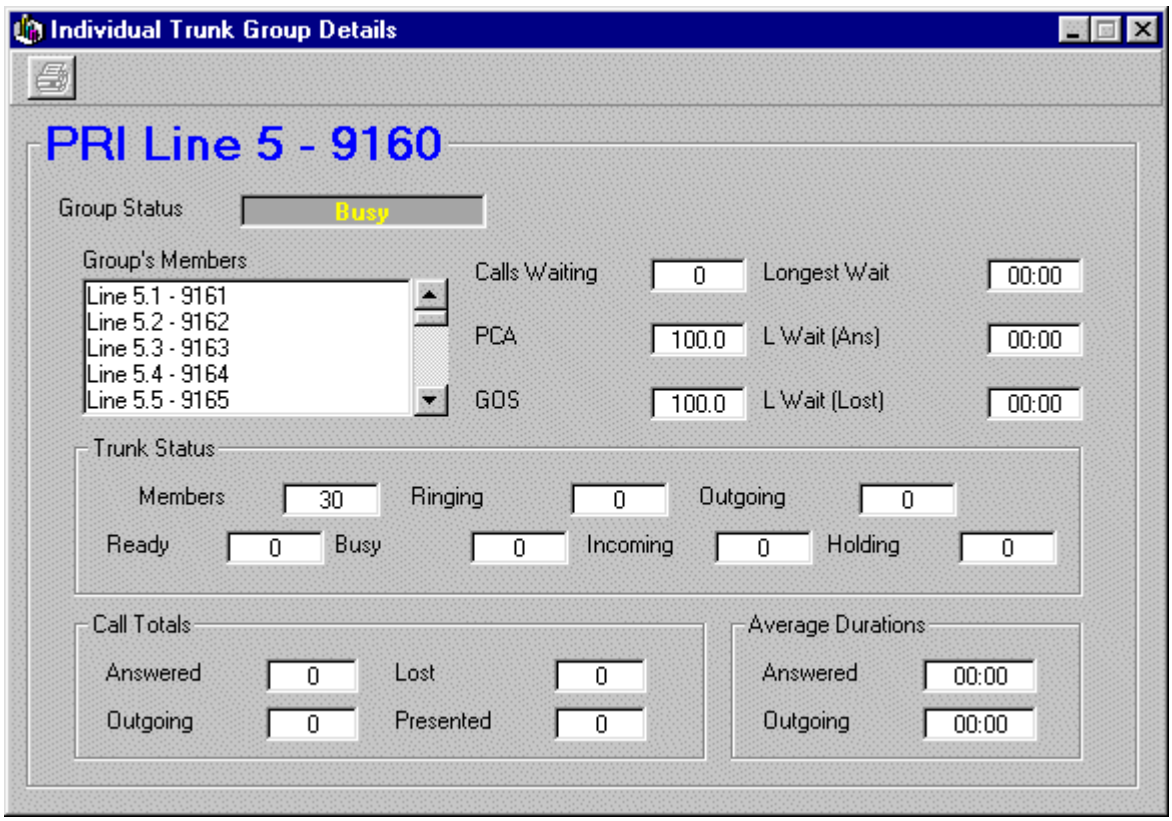
A trunk group is represented by:



This is a typical example, the five parameters shown have been configured during the set up procedure.

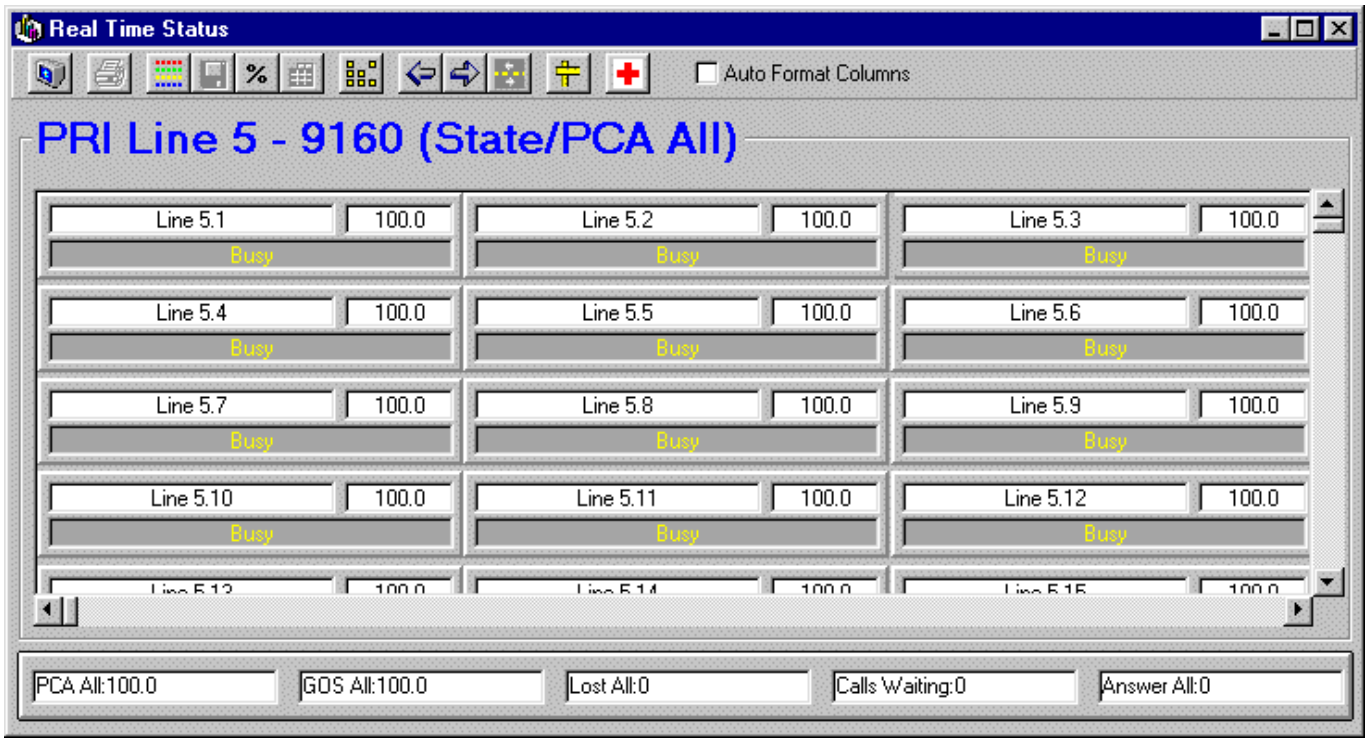
Individual Trunk Group Details

From **Trunk Group Monitor** screen, to find out detailed information about a group, click (using the right hand mouse button) the group. This screen provides information about the trunk group's activity for today or shift as well as the current status.



Trunk Real Time Status

From a Trunk Group, click (using the left-hand button of the mouse) the group, the **Real Time Status** screen appears. This screen shows the number of trunks in the group, their individual status and the length of time each trunk has been in that state.



The Dn Activity option is disabled when viewing this screen from a trunk Group in this version of the CCV application.

Real Time Status screen displays the name of the group as well as the selected display information that is being monitored.

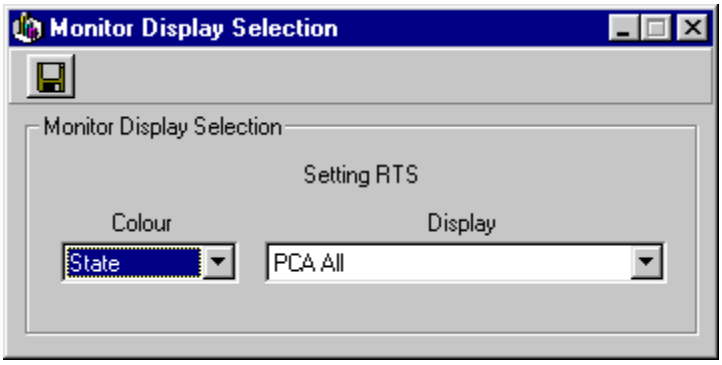
The statistics for the group are represented at the bottom of the screen. These represent the total statistics information of the trunks within the group.

If an alarm has been set for any of the selected statistics, when the alarm is triggered, then the background colour of the selected statistics changes to Red. To find out about alarms see Alarm List Alarm List.

To find out which Trunks are set up in a higher numbered trunk group than the group on display, click (Show members in higher Group) which changes the trunks background colour to red.

Trunk Monitor

To alter the Display Selection, click , the **Monitor Display Selection** screen appears:



1. To change a state **Colour**, click the pull down arrow and select from the listed options. At present there is only the State option implemented, future versions of the application will support further options.
2. To change the **Display**, click the pull down arrow and select from the listed options.
3. To save the changes click or to close the screen without making any changes, click .

The available options are:

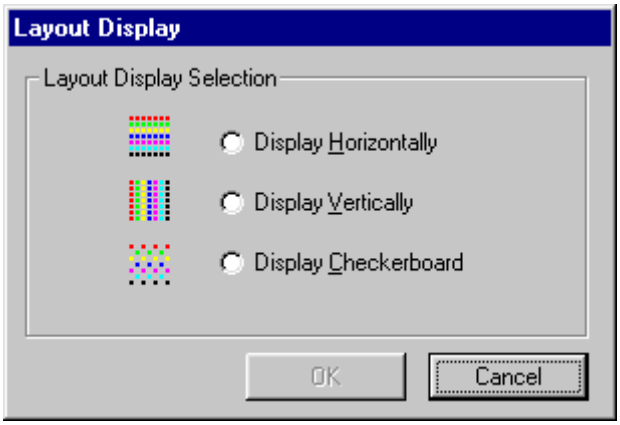
- **Time in State:** The time spent in the current state.
- **Lost Calls All:** The total number of all incoming (internal and external) unanswered calls by the agent today.
- **Lost Calls Ext:** The total number of external incoming unanswered calls by the agent today.
- **Answered All:** The total number of all calls (internal and external) answered by the agent today.
- **Answered Ext:** The total number of external calls answered by the agent today.
- **Last Call Cost:** The cost of the last call made by the agent.
- **Total Call Cost:** The total of outgoing call costs incurred by the agent today.
- **Refused Calls All:** The total number of all calls (internal and external) which rang the agent today which they did not answer.
- **Refused Calls Ext:** The total number of external calls which rang the agent today which they did not answer.
- **Calls Waiting:** The total number of calls waiting for the agent.
- **PCA All:** The number of all calls (internal and external) answered by the agent within the target answer time as a expressed percentage of calls answered by the agent.
- **PCA Ext:** The number of external calls answered by the agent within the target answer time as a expressed percentage of calls answered by the agent.
- **GOS All:** (Grade Of Service) The number of all calls (internal and external) answered by the agent within the target answer time as a expressed percentage of calls presented to the agent.
- **GOS Ext:** (Grade Of Service) The number of external calls answered by the agent within the target answer time as a expressed percentage of calls presented to the agent.
- **Outgoing All:** The total number of all outgoing calls (internal and external) made by the agent today.
- **Outgoing Ext:** The total number of external outgoing calls made by the agent today.
- **Internal Made:** The total number of internal calls received by the agent today.
- **Internal Rcvd:** The total number of internal calls made by the agent today.
- **Longest Wait:** The longest waiting current call.

- **L Wait (Ans) All:** The longest waiting of all calls (internal and external) before answer today.
- **L Wait (Ans) Ext:** The longest waiting external call before answer today.
- **L Wait (Lost) All:** The longest waiting of all calls (internal and external), which was lost today, by the agent.
- **L Wait (Lost) Ext:** The longest waiting external call, which was lost today, by the agent.
- **Group Calls Answered:** The total number of incoming answered calls, answered by agents for a particular agent group/campaign or total calls answered for all agent groups for today/this shift.
- **Group Calls Avg Duration:** The average duration of incoming answered calls, answered by agents for a particular agent group/campaign or the average duration of all calls answered for all agent groups for today/this shift.

Trunk Display Position

When you are viewing **Real Time Status** screen for the first time, the agents within the group are cascaded. You can rearrange them by either selecting the **Auto Format Columns** option, or Using the drag-and-drop option.

By default, there are three preset positions. Click the **Layout** button , to view the **Layout Display Selection** screen. Select one of the items on the list, then click *OK*. If there are more than 12 agents in the group, then **Display Checkerboard** option can not be selected.



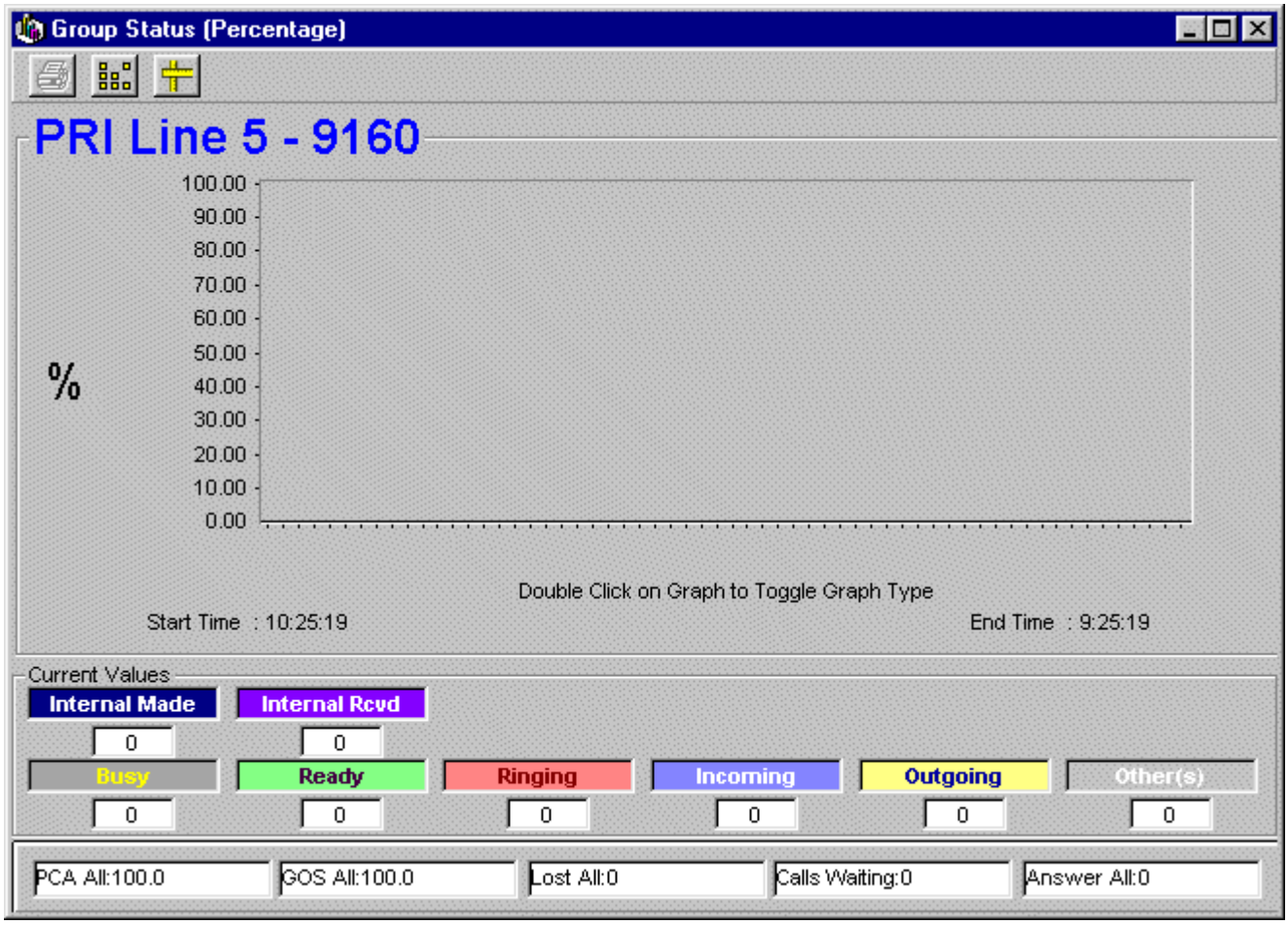
You can resize the **Real Time Status** screen by using (moves the screen to the left by one column) or (moves the screen to the right by one column).

If the Agent(s) position(s) have been altered manually (i.e. using the drag and drop method) within the Real Time Status View screen, then click to return agent(s) position(s) to their last saved position. To save the new position of the agents, click .

Trunk Group Status (Percentage)

This screen displays a graphical representation of the percentage of the selected group's trunks within the selected states (see Group Status (Percentage) for set up details).

To activate the percentage view screen, from **View**, open the **Trunk Group Monitor** screen first. Left click on a trunk group to display the **Trunk (State/Time in State)** menu and click on the percentage icon in the tool bar. The **Group Status (Percentage)** screen appears. This is a real time screen that shows a summary of the percentage of agents in each state.



The statistics along the status bar of the screen represents the information of the trunks within the group.

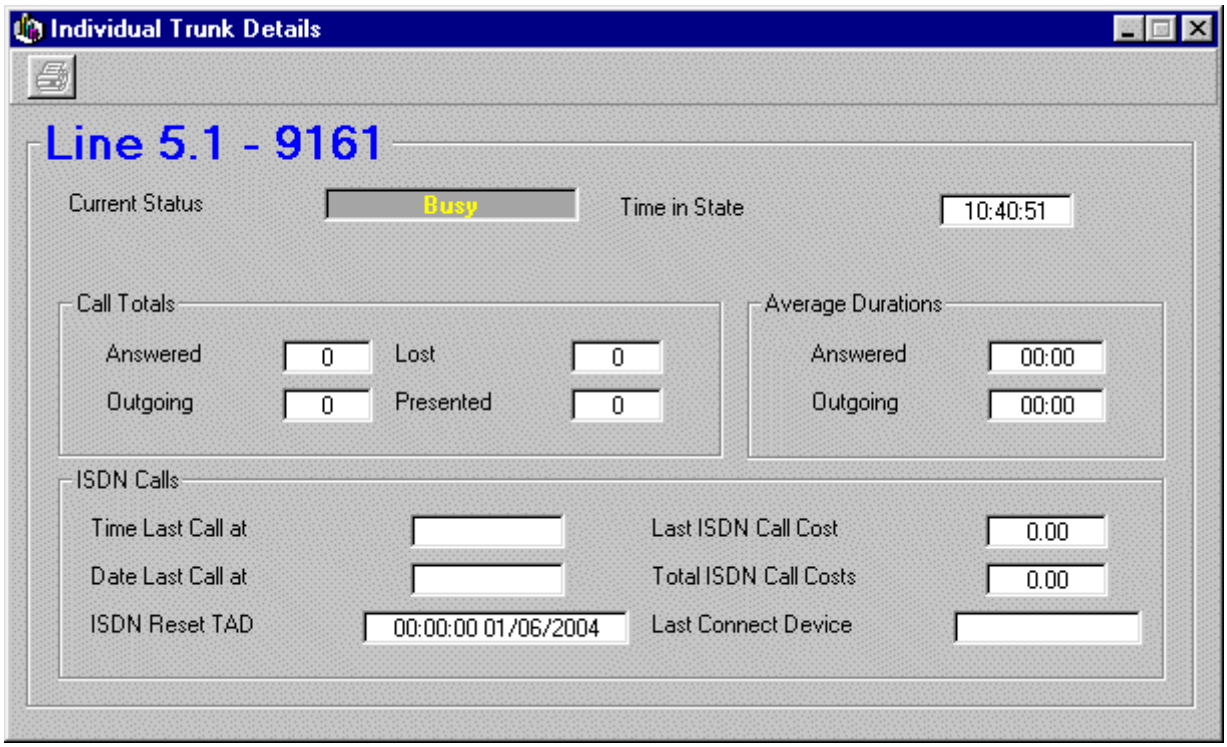
Percentage Graph Format

The vertical axis of the graph represents percentage of agents in each state and the horizontal axis represents time. The graph shows historical state percentages between Start Time and End Time.

There are two formats that the graph can be displayed. Double click on the graph to toggle between Bar and Area formats.

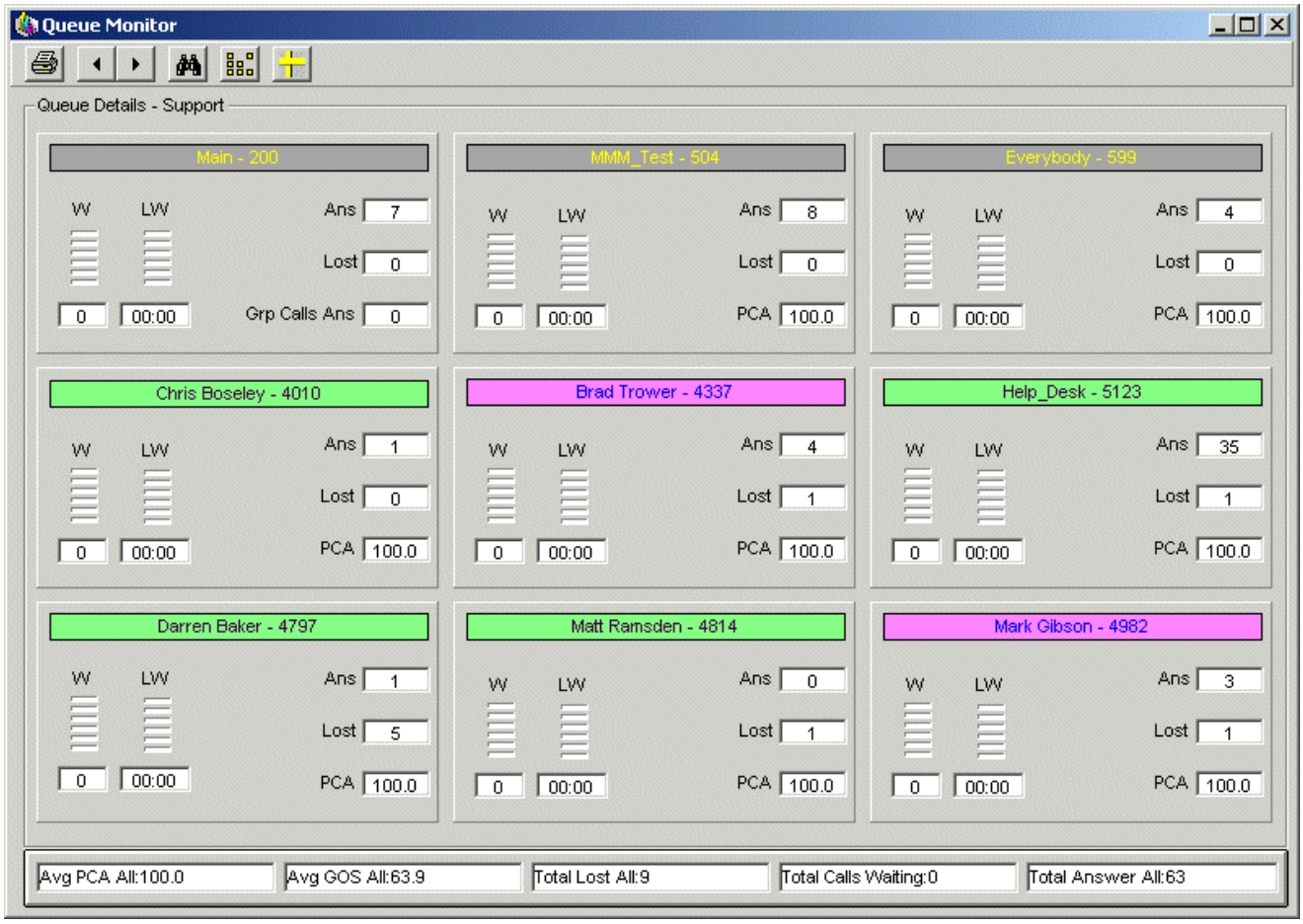
Individual Trunk Details

From the Real Time Status screen, detailed information about a trunk can be obtained by clicking (using the right hand mouse button) the trunk. The **individual Trunk Details** screen appears. The screen provides information about the trunk status within the group as well as call statistics and costs.



Queue Monitor

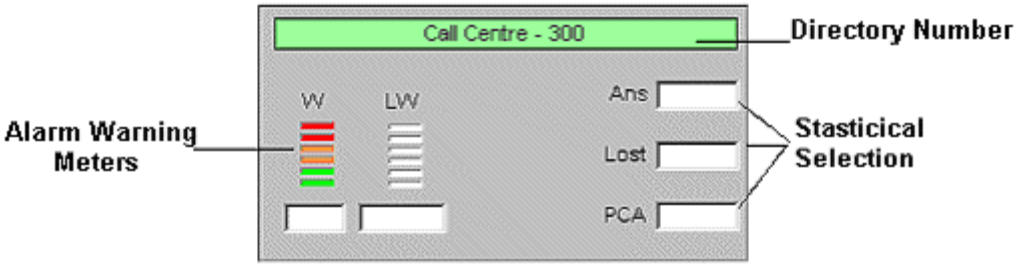
From the **View** menu, select **Queue Monitor**, or click .



This screen allows you to monitor selected directory number's response statistics in real time. Up to 9 Agents/groups can be shown on a screen and there are 20 screens available. It is mainly used for DDI directory numbers, however it can also be set up to monitor trunks, trunk groups, pilot numbers, agents and agent groups. Any changes made in the Queue Monitor Setup screen is reflected here. The next and previous buttons are always enabled so that you can rotate the Queue Lists through all the used screens.

Statistics for all the selected directory number(s) are represented at the bottom of the screen. These represent the total statistics information of the selected directory number(s) within the Queue Monitor screen(s).

The screen displays the name of the selected directory number(s) as well as the display information that is being monitored.



If an alarm has been defined for any of the selected statistics, when the alarm is triggered, then the background colour of the selected statistics changes to Red. The number of Calls Waiting and the ring time of the Longest Waiting call are also represented with Alarm Warning Meters. If you have specified alarms for Calls Waiting and Longest Waiting Call categories, as the real time value increases the Alarm Warning Meter reflects the change by illuminating green, amber and red segments.

The three boxes display statistical data that has been selected in the Queue Display setup screen.

If there is an alarm set for Calls Waiting, Longest Waiting, Lost and PCA, the background colour of the numerical indicators change(s) to red.

Individual Trunk Group Details

To find out detailed information about trunk group directory number(s), click (using the right mouse button), the summary screen for the selected trunk group directory number appears. This screen provides information about the status of the selected directory number.

Further details are available in Trunk Groups.

Individual Group Details

To find out detailed information about group directory number(s), click (using the right mouse button), the summary screen for the selected group directory number appears. This screen provides information about the status of the selected directory number.

Further details are available in Group Details.

Individual Agent Details

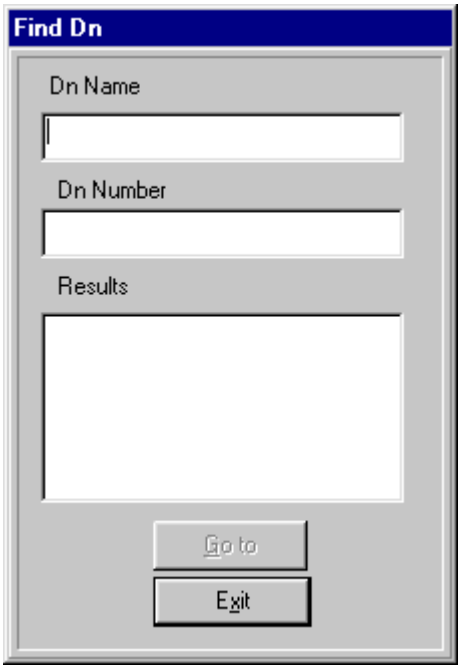
To find out detailed information about agent directory number(s), click (using the right mouse button), the summary screen for the selected agent directory number appears. This screen provides information about the status of the selected directory number.

Individual DDI Details

To find out detailed information about DDI directory number(s), click (using the right mouse button), the summary screen for the selected DDI directory number appears. This screen provides information about the status of the directory number.

Find Directory Number

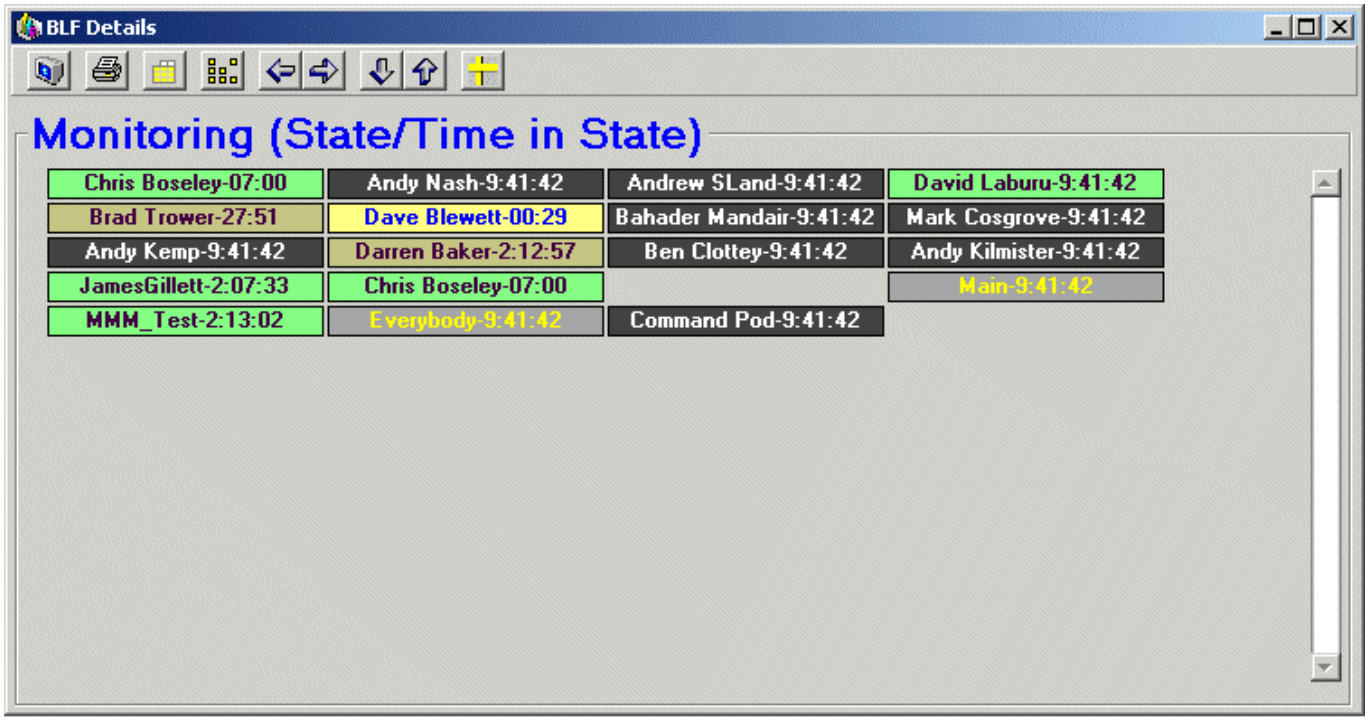
1. If you have configured two or more Queue List screens, to search for a directory number in one of the screens, click . The **Find Dn** screen appears



2. If you know the directory number's name, then place the mouse cursor in the **Dn Name** text box and type the first letter of the name. You will notice all the selected directory numbers, within the Queue Monitor screens, beginning with that letter are automatically listed in the Results box.
3. The above procedure is also applicable for the Dn Number. Place the mouse cursor in the **Dn Number** box and type the first digit. You will notice all the directory numbers beginning with that number are automatically listed in the Results box
4. To select the required directory number, double click it from the Results box. However if there is only one directory number listed within the Results box, *Go to* is enabled. Select the directory number, and then click *Go to*. Queue Monitor incorporating the selected directory number will now be displayed.
5. To close the screen, click *Exit*.

BLF Details

This screen allows you to monitor the status of the selected directory number(s) (e.g. groups, agents or trunks etc.). This is a real time screen and displays the status of the selected directory numbers as well as their status.



1. From the **View** menu, select **BLF Details**, or click . The **BLF Details** screen appears.

You can resize the **BLF Details** screen by using (moves the screen to the left by one column) or (moves the screen to the right by one column).

Using , you can move the position of the selected directory number up or down the screen.

Individual Summary screens

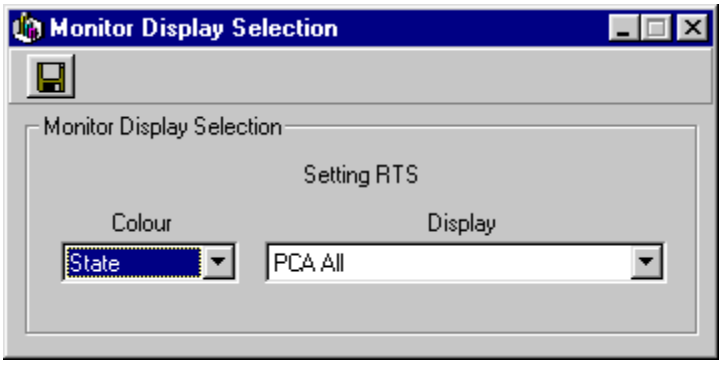
To find out detailed information about any of the above selected directory number(s) (i.e. group/agent/trunk/DDI) click (using the right mouse button) the directory number, the summary screen for that directory number appears. This screen provides information about the status of the directory number.

The individual summary screens are:

- Individual Group Details
- Individual Agent Details
- Individual Trunk Group Details.

Monitor

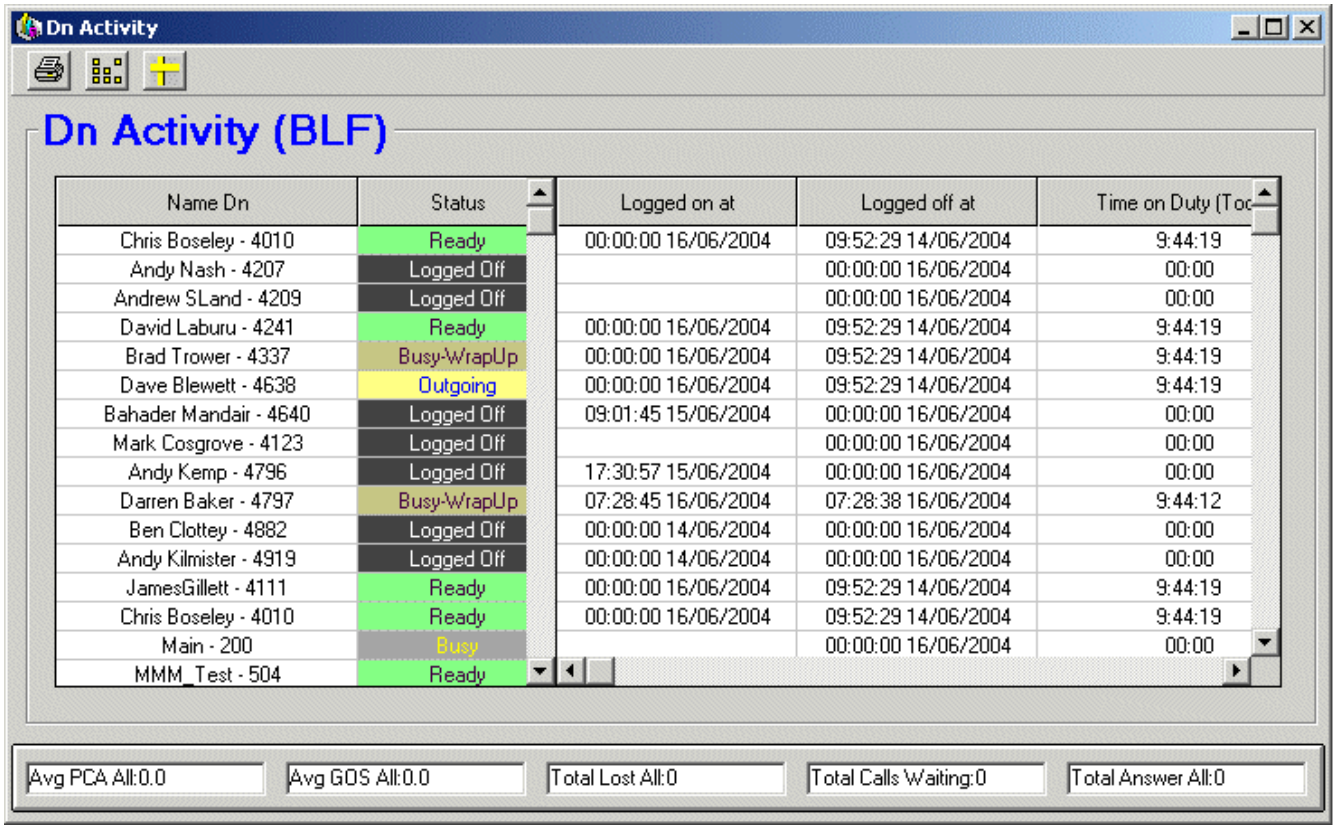
To display a different state, click , the **Monitor Display Selection** screen appears.



1. To change the State **Colour**, click the pull down arrow and select from the listed options. Click . At present there is only State option implemented, future versions of this application will support further options.
2. To change the **Display**, click the pull down arrow and select from the listed options. Click .
3. To close the screen without making any changes, click .

BLF Dn Activity (BLF)

To view the status of the selected directory numbers within the BLF Details screen, in greater detail, click . The **Dn Activity** screen appears.



You can change column widths by dragging the column boundaries in the table itself, and then click .

Using the **Dn Activity Set Up** option , you can select the fields to be displayed together with the order in which they appear on the screen.

Note: The minimum Update Period settings for this screen is 5 seconds.

Dn Activity

To view the status of directory numbers in greater detail, click , which is also available from the Agent Real Time Status and BLF Details screens.

Individual Summary screens

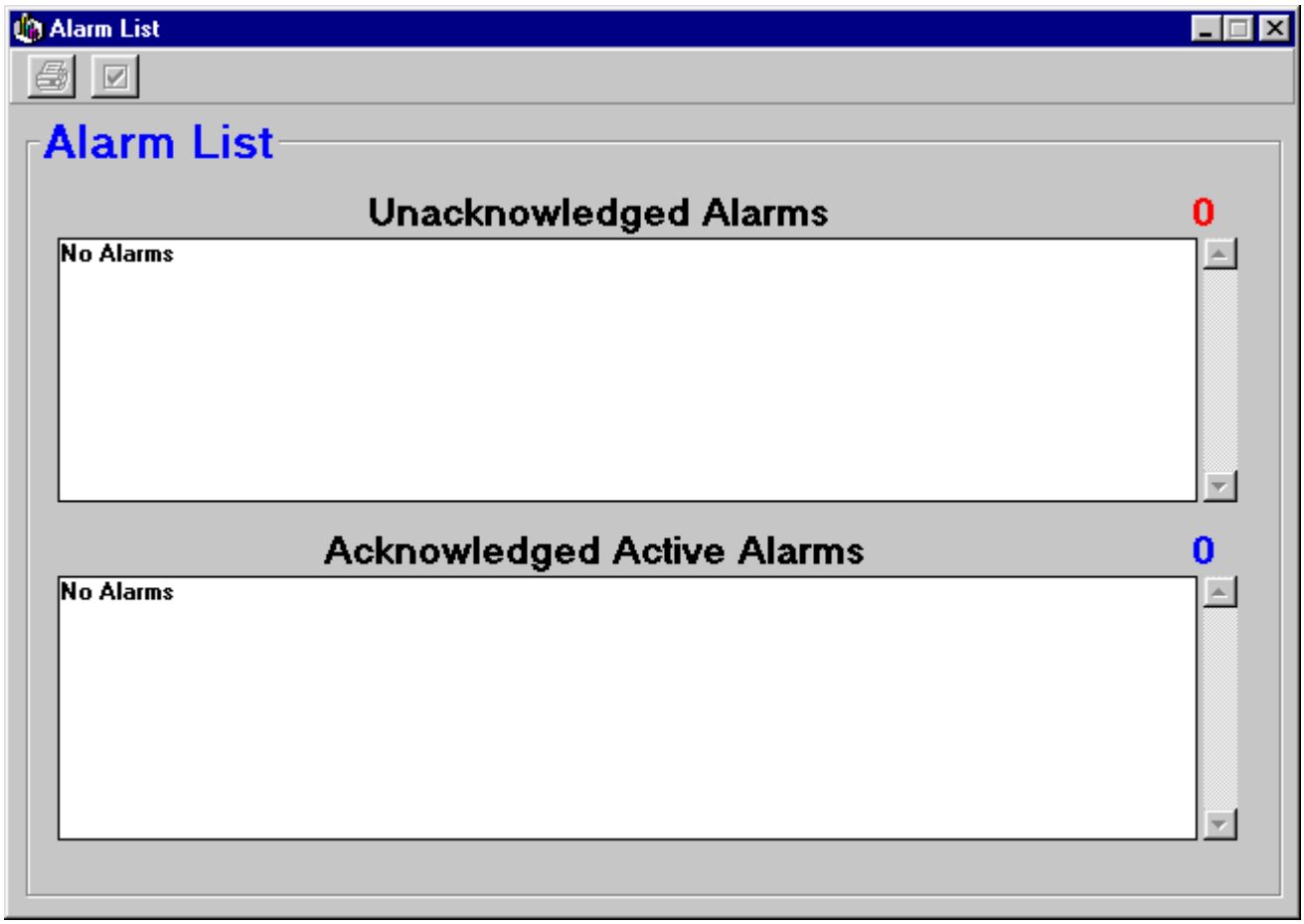
To find out detailed information about any of the selected directory number(s) (i.e. group/agent/trunk/DDI) click (using the right mouse button) the directory number, the summary screen for that directory number appears. This screen provides information about the status of the directory number.

The individual summary screens are:

- Individual Group Details.
- Individual Agent Details
- Individual Trunk Group Details

Alarm List

This screen allows you to monitor the alarms as they occur. This is a real time screen that displays the alarm status of the directory numbers. The screen displays both the Unacknowledged Alarms (in red) and Acknowledged Active Alarms (in Blue).



When an alarm occurs, the directory number's status background colour changes to red. The (green) Alarm indicator on the top right of the CCV main screen, flashes / (red/yellow) enabling the First Alarm button. The First Alarm button stays enabled until all the alarms have been acknowledged.

Alarm indicator status:

- (green) – No active alarm
- / (red/yellow) – Alternates between to indicate unacknowledged alarm
- (red) – Acknowledged active alarm

There are two ways of finding out the alarm information:

- **Method 1 -** Click the / (red/yellow) flashing indicator. Click a directory number (using the right mouse button), Individual Dn Details screen for the selected directory number appears
- **Method 2 -** From the toolbar click , the Alarm List screen together with the Individual Directory Number Details screen appear:

The Individual Directory Number Details screen is the first entry in the Alarm List.

Unacknowledged Alarms

Unacknowledged Alarms list box displays (in red) the alarms as well as the accumulative number of the alarms currently active. The Alarm indicator will be flashing / (red/yellow). The Alarms are listed chronologically (Top is the oldest).

Once an alarm has been cleared within the telephone system, it remains in this list until it is acknowledged.

Each alarm is displayed in the following format: Name, Dn, Alarm Details

1. To **Acknowledge** an individual directory number alarm, double click the required directory number.
2. To **Acknowledge** all the alarms within the list, click .

Acknowledged Active Alarms

If an alarm is still active, once it is acknowledged, it will be displayed (in blue) in the **Acknowledged Active Alarms** list box. The Alarm indicator (red) will be displayed. When a directory number alarm is cleared, it will automatically be removed from the list box.

Individual Summary screens

To find out detailed information about any of the directory number(s) in the Alarm List screen, (i.e. group/agent/trunk/DDI) click (using the right mouse button) the directory number, the summary screen for that directory number appears. This screen provides information about the status of the directory number.

The individual summary screens are:

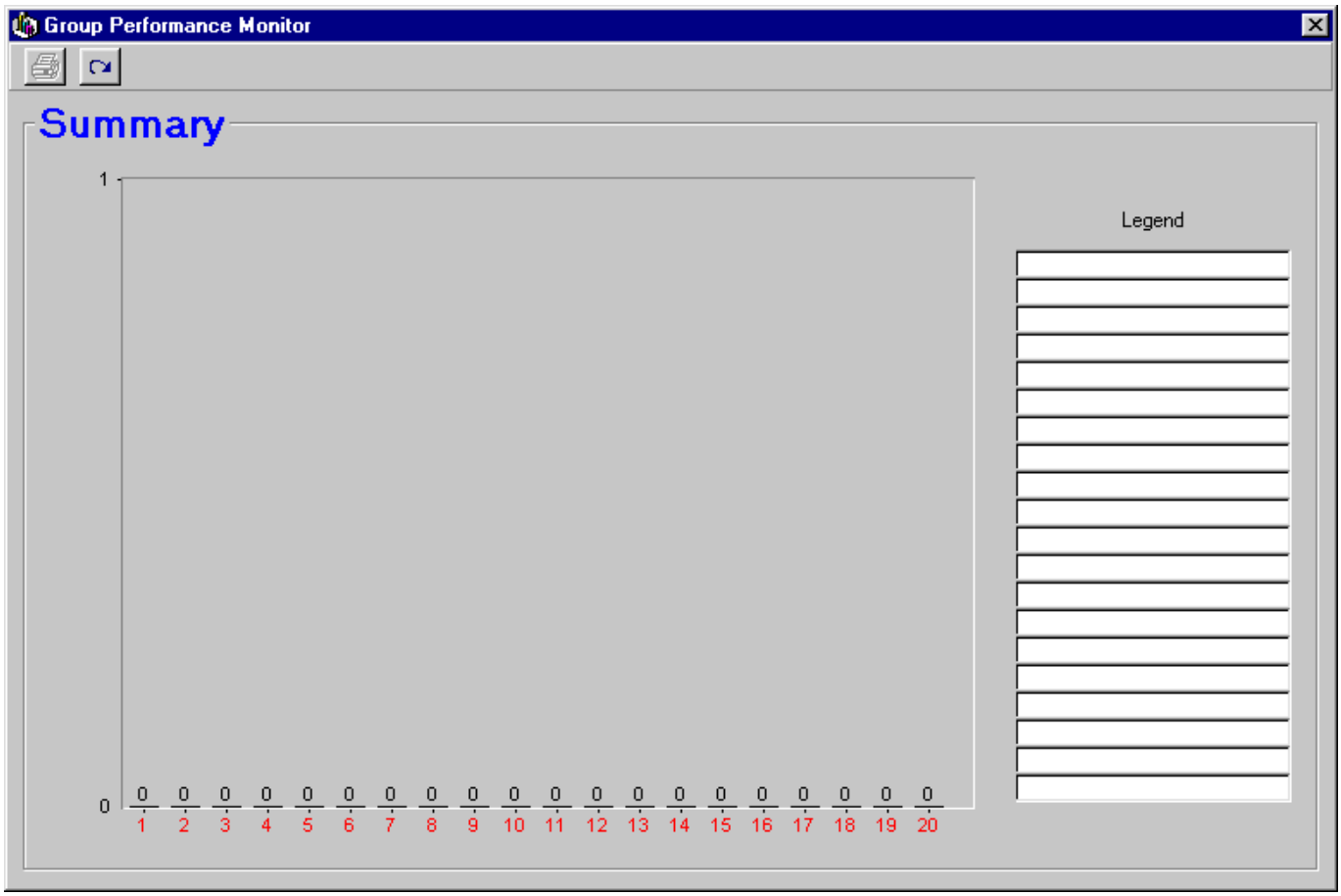
- Individual Group Details.
- Individual Agent Details
- Individual Trunk Group Details

Group Performance

Agent group and campaign performances monitoring are an essential element of the supervisor's daily activity. The group performance monitor enables the supervisor to instantaneously analyse, by a summary breakdown, the performance of the top 50 agent groups.

This enables Call Centres which have have incentive schemes running, to target their top performers. Supervisors could also project this screen onto a wall-mounted monitor to encourage competition between agent groups. Alternatively, it enables supervisors to have a real time understanding of what campaigns are the most or least successful.

From the **View** menu, select **Group Performance**, the Group Performance Monitor screen appears.



The top 50 performing agent groups or campaigns are categorised by the number of incoming calls answered by each individual agent group.

Glossary

A

Ans: The total number of all calls (internal and external) answered by the agent / members of the group

Answer All: The total number of all calls (internal and external) answered by the agent / members of the group

Answer Ext: The total number of external calls answered by the agent / members of the group.

B

BLF: Busy Lamp Field - a visual display of the status.

C

Calls Waiting: The total number of calls waiting for the agent / group.

CLI: Calling Line Identification - Data generated by a network that displays the calling party's number.

D

DDI: Direct Dialing Inward - a service where a call made to a DDI number arrives direct, without the intervention of a organisations operator at an extension.

G

GOS: Grade Of Service. The number of calls (internal & external) answered within the target answer time expressed as a percentage of internal and external calls presented. (GOS = Grade of Service)

GOS All: The number of calls (internal and external) answered within the target answer time expressed as a percentage of internal and external calls presented.

GOS Ext: The number of external calls answered within the target answer time expressed as a percentage of external calls presented.

Group Calls Answered: The total number of incoming answered calls, answered by agents for a particular agent group/campaign or the total calls answered for all agent groups for today/this shift.

Group Calls Avg Duration: The average duration of incoming answered calls, answered by agents for a particularagent group/campaign or the average duration of all calls answered for all agentgroups for today/this shift.

I

Internal Made: The total number of internal calls made by the agent / group today.

Internal Rcvd: The total number of internal calls received by the agent / Group today.

L

L Wait (Ans) All: The longest wait of all calls (internal and external) before answer today.

L Wait (Ans) Ext: The longest waiting external call before answer today.

L Wait (Lost) All: the longest waiting of all calls (internal and external), which was lost today.

L Wait (Lost) Ext: The longest waiting external calls, which was lost today

Last Call Cost: The cost of the last call answered by the agent today.

Longest Wait: The longest waiting current call

Lost: The total number of all unanswered calls today

Lost All: The total number of all incoming (internal and external) unanswered calls today.

Lost Calls All: The total number of all incoming (internal and external) unanswered calls by the agent today.

Lost Calls Ext: The total number of external incoming unanswered calls by the agent today.

Lost Ext: The total number of external incoming unanswered calls today.

N

New I/C Pres: The total number of incoming calls presented to members of the group.

O

Outgoing All: The total number of all outgoing calls (internal and external) made by members of the group / agent today.

Outgoing Ext: The total number of all external outgoing calls made by members of the group / agent today.

P

PCA: The number of calls (internal and external) answered within the target time expressed as a percentage of internal and external answered calls. (PCA = Percentage of Calls Answered)

PCA All: (PCA = Percentage of Calls Answered). The number of calls (internal and external) answered within the taget answer time expressed as a percentage of internal and external calls answered.

PCA Ext: The number of external calls answered within the target answer time expressed as a percentage of external answered calls.

R

Refused All: The total number of internal and external incoming calls presented to members of the group not answered by a particular agent.

Refused Calls All: The total number of all calls (internal and external) which rang the agent today which they did not answer.

Refused Calls Ext: The total number of external calls which rang the agent today which they did notanswer.

Refused Ext: The total number of external incoming calls presented to members of the group not answered by a particular agent.

T

Time in State: The time spent in the current state

Total Call Cost: The total cost of all the calls answered by the agent today.

Index

A

Access
  Call Center View Profiles 20
Access 20
Access Level
  Administrator 64
Access Level 6, 20, 64
Acknowledge 78
Acknowledged Active Alarms 79
Acknowledged Active Alarms list 79
Actioned 10, 11
Add
  Group 22
  List button 47
  Trunk Group 23
Add 10, 22, 23, 47
Add Call Back Request 10, 12
Add CLI 10
Add Wallboard Device 47
Admin
  name 13
Admin 2, 13
Admin Password 2
Administration 10
Administrators
  Access Level 64
Administrators 2, 64
Advanced button 4
AdvaTel 9
AdvaTel Wallboard 9, 46, 47
Agent Based Screens 3
Agent Display Position 59
Agent DN Activity 61
Agent Group
  selected 27
Agent Group 7, 27, 31, 39
Agent Group Details 3
Agent Group Membership
  Real Time Status 7
Agent Group Membership 7
Agent ID 9
Agent Picture 62
Agent Status 55
Agent/Group 10, 30, 41, 60
Agents 6, 7, 11, 28, 31, 39, 59, 61, 62, 71
Agents/groups 10
Alarm
  increase/decrease 39
  sending 46
Alarm 36, 39, 43, 46, 78, 79
Alarm Details 46, 52, 78
Alarm Handling 3
Alarm List 79
Alarm Messages
  display 46
Alarm Messages 46
Alarm Points Criteria 38, 39, 41, 42
Alarm Reporter 1
Alarm Settings 2, 9, 48
Alarm Threshold Clear 39
Alarm Trip Points
  Other 41
Alarm Trip Points 37, 41
Alarm Type
  High 45
Alarm Type 45
Alarm Wallboard Destination 46, 47
Alarm WB 46
Alarm WB Destination 2, 46
All
  Outgoing 24, 58, 69
All 24, 58, 69
Alter
  Display Selection 69
  Duration 9
  Group Display Selection 24
  Queue Display Selection 30
  RTS Display Selection 26
Alter 9, 24, 26, 30, 69
Analyse 80
Analysis 7
Analysis icon 7
Ans
  default 30
Ans 24, 30, 58, 69
Ans Time
  change 16
Ans Time 16
Ans Time C 16
Ans Times D 16
Answer Ext 24, 58, 69
Answer Time 16, 39
Answered All 24, 26, 58, 69
Applied 37
Area 60, 72
Assign
  Callback Request message 11
Assign 11
Audible Alert 9
Audio Alarm Set/Clear 48
Auto Format Columns
  selecting 59, 71
Auto Format Columns 59, 71
Available Agents 39, 43
Available Dns
  lists 31
Available Dns 28, 31, 35
Available Dns list 28, 31, 35
Available Group 22, 24
Available Groups list 22
Available Queue 30
Available Trunks
  Call Rate 39
Available Trunks 39, 43
Available Trunks list 23
Average Answer 39, 43
Average Duration's 55, 62
Avg Ans All 24
Avg Ans Ext 24
Avg IC 30

B

Back

changes 49
Back 49
Back Colour 33
Background Colour
change 49
Background Colour 33, 49
Bitmap 62
BLF 31, 77
BLF Details 3, 77
BLF Details View 31, 49
BLF Dn Activity 77
BLF View Button 31
Blue Pumpkin 1
Blue/cyan
change 37
Blue/cyan 37
BMP 62
BNA 24
Busy 24
Busy N 38
Busy NA 55
Busy Not Available 19
Busy Wrap Up 38, 55
Busy WrapUp 64
Busy Wrap-Up 19
BWU 24

C

C 12, 62
Call
Call Back list 10
Call 10
Call Back list
call 10
Call Back list 10
Call Back Request 10, 12
Call Back Request list 10
Call Back Request message
Create 10
Call Back Request message 10
Call Back Request/Lost Calls 10
Call Center
running 64
Call Center 64
Call Center View
Configuring 8
indicating 4
Login Profile 4
start 21
Starting 4
Call Center View 1, 2, 4, 5, 8, 20, 21
Call Center View Alarm Reporter 1
Call Center View application
Start 8
Call Center View application 8
Call Center View Help File 8
Call Center View Main Screen 6
Call Center View Profiles
access 20
Call Center View Profiles 20
Call Centres 80
Call Rate
Available Trunks 39
Call Rate 39, 43, 62
Call Totals 55, 62
Callback 11
Callback Request 3, 10, 11
Callback Request List 10
Callback Request message
Assign 11
Callback Request message 11
Callback.dat 12
Callflow 10
Calling Line Identity 10, 12
Calls Answered
Percentage 39
Calls Answered 15, 39, 58
Calls Waiting
Example 43
Calls Waiting 24, 26, 39, 43, 55, 58, 69
Calls.PCA 24
Cancel 33, 45, 49
Cat 45
Categorised 80
Cause
First Alarm 48
PC 48
Cause 48
CAUTION 2
Caution Alarm 36
CCC
Point 4
CCC 1, 4, 10, 19
CCC System Administrator's Manual
See 9
CCC System Administrator's Manual 9
CCC User Access
Starting 2
CCC User Access 1, 2, 8, 13
CCC User Access Icon 2
CCV
use 20
CCV 1, 2, 3, 4, 5, 6, 8, 9, 11, 12, 18, 20, 47, 51
CCV Alarm Reporter 2, 48
CCV Alarm Reporter application
run 2
CCV Alarm Reporter application 2
CCV application
Exit 8
CCV application 4, 8, 46
CCV Profile
change 12
CCV Profile 12
CCV View 51
CFD
manage 1
CFD 1
Change
Ans Time 16
Back 49
Background colour 49
blue/cyan 37
CCV Profile 12
Colour 58
Display 58, 69, 76
Lost Call Threshold 17
Lost email 18
Lost Email Threshold 18
PCA Target Time 15

State Colour....76
Text....49
Text colour....49
Time....47
Change . 12, 15, 16, 17, 18, 37, 45, 47, 49, 58, 69, 76
Change Display Selection....24
Change Queue Display Selection....30
Change State Colours....52
Clear High....39
Clear Low
set....39
Clear Low....39
CLI
Displays....62
CLI....10, 12, 62
Clicking
Modify list button....46
Clicking....46
Client PCs....2
Close
Colour Selection....49
Close....10, 19, 49
Colour
change....58
Dn Activity View....33
Group Status....55
selecting....33, 49
Colour....27, 33, 49, 52, 55, 58, 65, 69
Colour Selection
close....49
Colour Selection....49
Colours....49, 52, 62, 65
Compact Contact Center....1
Comprises
Ferrograph....46
Comprises....46
Configure/edit....6
Configuring
Call Center View....8
Configuring....8
Connect....5
Connect button....4
Connect Using
Existing Profile....5
Connect Using....5
Connected Device....62
Connection - The PC....9
Contact Center....1
Contact Center Profile....1
Contact Center Supervisor....37
Containing
60....31
Containing....31
Context-sensitive....8
Create
Call Back Request message....10
Create....10, 13
Create button....5
Create New Profile....5, 13
Create Profile....13
Critical....36, 39
Critical Alarm....36
CSV....1
Customer Facing Department....1

D

Database....1
DDI....12, 16, 31, 74
Default
Ans....30
PCA All....24, 26
Default....24, 26, 30
Default button....51
Default Settings....2, 51
Default Size....52
Default Wallboard....9
Delegate Authority....19
Delete Directory Number....28
Delete Entry....28
Delta Server
ensure....4
searching....4
Delta Server....4, 5, 9, 17, 18
Deselect....14, 27, 28, 31, 35, 65
Destination....9
Detail Screen....48
Details....9
Dialled....62
Directory Number....10, 12, 28
Directory Number 0000-9999....28
Directory Number Order
Set....28
Directory Number Order....28
Display Checkerboard....59, 71
Display Group
group....22
Display Group....22
Display Groups list....22
Display Labels....65
Display Logged Off Agents
selecting....49
Display Logged Off Agents....49
Display Other....27
Display Selections
alter....69
Display Selections....24, 26, 30, 69
Display Time....48
Display Trunks....23
Display Trunks list
group....23
Display Trunks list....23
Displays
Alarm Messages....46
change....58, 69, 76
CLI....62
Dn....31
LND....62
Network Details....21
Displays....21, 31, 46, 58, 62, 69, 76
Dn
display....31
Dn....28, 31, 46, 50
DN 203....46
Dn Activity....3, 9, 16, 33, 61, 77
Dn Activity Set Up....61, 77
Dn Activity View
colour....33
Dn Activity View....33
Dn Name

select 10
Dn Name 10, 14, 15, 16, 17, 75
Dn Number 75
Dn Search 28, 35
Dn Selection 28, 31, 35
DN204 46
DNs 46
Dns list 31
Done 9, 11, 47
Duration
alter 9
Duration 9

E

E 16
EBusiness
support 1
EBusiness 1
Email 18
E-mail 1
Email Pilot Number
value 18
Email Pilot Number 18
Email Threshold 18
Emails
set 18
Emails 18
Enable 19
Enables/causes 9
Enables/disables 48
End Time 60, 72
English
set 20
English 20
Ensure Generic 45
Ensuring
Delta Server 4
inconsistencies 7
Ensuring 4, 7
Enter
Profile Name 5
Enter 5, 36
Example
Calls Waiting 43
PCA 43
Example 43
Except
Group Status 50
Except 50
Excluding
ISDN 14
Excluding 14
Existing
Profile 5
Profiles 12, 13
Existing 5, 12, 13
Existing Profile
Connect Using 5
Existing Profile 5
Exit CCV application 20
Exiting
CCV application 8
View 52
Exiting 8, 52, 75
Ext
Outgoing 24, 58, 69
Ext 24, 58, 69
External 62

F

F 16
F1 8
F2 ....8, 11
F3 8
F4 8
Ferrograph
comprises 46
type 47
Ferrograph 9, 46, 47
File menu 9, 10, 12
Find Directory Number 75
Find Dn 75
Find Server 4
Find Server menu 5
First Alarm
cause 48
First Alarm 8, 48
Following
inconsistencies 7
Following 7
Force 64
Force Agent Feature 64
Force Agent Status 64
Forward 46
Forward Alarm 46
Function Keys 8

G

General 1, 51
General Screens 3
Generate Alarm Log File 48
Generic 45
GOS 24, 30, 55
GOS All 24, 26, 58, 69
GOS Ext 24, 58, 69
GOS/PCA 17
Grade
Service 17
Grade 17
Group
Add 22
Display Groups 22
Display Trunks list 23
Remove 22
today/this 58, 69
Group 22, 23, 58, 61, 69
Group Calls Ans 30
Group Calls Answered 58, 62, 69
Group Calls Avg Duration 58, 69
Group Details 54
Group Display Selection
alter 24
Group Display Selection 24
Group Membership Analysis 7
Group Monitor
open 60
Group Monitor 3, 60
Group Performance 80
Group Performance Monitor 3, 80
Group Statistic

Select 26
Group Statistic 26
Group Status
colour 55
except 50
Group Status 3, 27, 50, 55, 60, 72
Group Status Percentage 60
Group/agent/trunk/DDI 76, 79
Group/campaign 58, 69
Group/trunk 26
Group's Members 55
Groups, Trunks 6
Grp Calls Ans All 24
Grp Calls Ans Ext 24

H

Help 8
High
Alarm Types 45
High 45
High Alarm 43
High Alarm Clear 43
Hold 24
Hour 19

I

I/C 24
IDD 1
Identify
Queue List 28
Identify 28
Incoming 62
Inconsistencies
ensuring 7
following 7
Inconsistencies 7
Incorporating
Print 11
Incorporating 11
Increase/decrease
Alarm 39
Update Period 50
Increase/decrease 39, 50
Indicating
Call Center View 4
Indicating 4
Individual Agent Details 3, 61, 62, 64, 65, 74
Individual Agent Group Details 3, 55
Individual DDI Details 3, 74
Individual DDI Details View 16
Individual Group Details 74
Individual Summary screens 76, 79
Individual Trunk Details 3, 73
Individual Trunk Group Details 3, 74
Initialised 31
Installation Manual 1
Int Made 24
Int Rcvd 24
Internal Made 38, 55, 58, 62, 69
Internal Rcvd 38, 55, 58, 62, 69
Introduction 3
IP Office 5
IP Office Voicemail Pro Installation 10
ISDN
excluding 14
ISDN 14
ISDN Shift Info 14
ISDN Total Info 14

L

L W Ans 30
L W Lost 30
L Wait 24, 58, 69
L/Off 24
LAN 1
Language 20
Last Call Cost 14, 58, 69
Last Known CLI 62
Last Number Dialled 62
Layout button 59, 71
Layout Display Selection
view 59, 71
Layout Display Selection 59, 71
License file 6
List button
Add 47
List button 47
Lists
Available Dns 31
Wallboard Servers 47
Lists 12, 31, 47
LND
Displays 62
LND 62
Loading Setup Details 5
Log 20
Log Off Time 19
Logged Off 38, 55, 64
Login 62
Login Profile
Call Center View 4
Login Profile 4
Logon 4, 12, 51
Logon button 5
Logon Profile 12
Longest Wait 24, 39, 55, 58, 69
Longest Waiting Call 43
Lost 12, 30, 55
Lost All 24, 26
Lost Call Threshold
change 17
Lost Call Threshold 17
Lost Calls 10, 12
Lost Calls All 58, 69
Lost Calls Ext 58, 69
Lost Calls List 12
Lost Calls Maximum 41
Lost email
change 18
Lost email 18
Lost Email Threshold
change 18
Lost Email Threshold 18
Lost Emails 18
Lost Ext 24
Lostcalls.dat 12
Low 45
Low Alarm 43
Low Alarm Clear 43
Low Category

PCA Alarm Type 45
Low Category 45

M

Manage
CFD's 1
Manage 1
Maximise 52
Maximum 41
Message 9
Minimise 52
MINIMUM Update Period 61
MMM 1
Modify Configuration 52
Modify list button
clicking 46
Modify list button 46
Monitor 76
Monitor Display Selection 58, 69, 76
Move Down 22
Move Up 22
MultiMedia 1
Multimedia Module 1

N

N 20
Name
Admin 13
Name 10, 12, 13, 31
Name, Dn 78
Network 20
Network Details
display 21
open 9
Network Details 9, 21
New I/C Pres 24
New Password button 2
New Profile 5, 20
Next 8
NMYSBH 2
Normal 37
Normal Alarm 36, 43
Normal, Caution 36, 39
NOT 4
Not Initialised 28
Number
Queue Details 39
Number 39
Number.bmp'.You 62
Number/value 36
Numbers/agents/trunks/groups 35

O

O/G 24
Of Service 55, 69
OK 59, 71
OK button 33, 45, 49
On button 64
Open
Group Monitor 60
Network Details 9
Open 9, 60
Original Target 10, 12
Other
Alarm Trip Points 41
Other 41
Outgoing
All 24, 58, 69
Ext 24, 58, 69
Outgoing 24, 27, 58, 62, 69
Overflow From 55
Overflowed To 55

P

PC
causes 48
select 11
PC 1, 2, 4, 11, 20, 48
PC Wallboard 1, 9, 10, 46, 47
PC Wallboard application 10
PCA
Example 43
PCA 15, 24, 30, 39, 43, 55, 58
PCA Alarm Type
Low Category 45
PCA Alarm Type 45
PCA All
default 24, 26
PCA All 24, 26, 58, 69
PCA Ext 24, 58, 69
PCA Target Time
change 15
PCA Target Time 15
PCA Value 43
Percentage
Calls Answered 39
Percentage 39, 65
Percentage Calls Answered 55
Percentage Graph Format 60, 72
Percentage Time 3, 65
Percentage Time Summary 65
Percentage View 27
Personalised 1
Point
CCC 4
Programs 4
Point 4
Pop Up Alarms 48
Popup menu 11
Prev Details/Next Details 6
Preview Pane 45
Previous 8
Print
incorporating 11
Screen 11
Print 8, 11
Priority Level
respect 9
Priority Level 9
Profile menu 5, 12, 13
Profile Name
Enter 5
Profile Name 4, 5, 6, 20
Profiles
existing 5, 12, 13
remove 13
Profiles 5, 12, 13, 20
Program Files/Avaya/IP Office/CCC/Call Center View/Operator/Administrator/Name user/Callback.Dat 12

Program Files/Avaya/IP Office/CCC/Call Center View/Operator/Administrator/Name 12
ProgramFiles/Avaya/IPOffice/CCC/CallCentre View/MUGSHOTS 62
Programs
  Point 4
Programs 4

Q

Queue 39
Queue Based Screens 3
Queue Details
  number 39
Queue Details 28, 39
Queue Display Selection
  alter 30
Queue Display Selection 30
Queue List Id 28
Queue Lists
  identify 28
Queue Lists 75
Queue Monitor 3, 75
Queue Monitor Set Up 28
Queue Monitor View 28
Queue Monitor View button 28
Queue Name 28
Queue Wait Value 43
Queue/Utilisation
  Setup/Alarm Trip Points 39
Queue/Utilisation 39
Queue/Utilisation menu 39

R

Ready 24
Real Time 17
Real Time Status
  Agent Group Membership 7
  viewing 59, 71
Real Time Status 3, 7, 26, 49, 59, 61, 62, 71, 73
Real Time Status Monitor 58
Real Time Status View 26, 59, 71
Reconnect 4
Red colour 49
Red/yellow 78
Referenced Alarm 37
Refresh 7
Refused All 24
Refused Call 41
Refused Calls All 58, 69
Refused Calls Ext 58, 69
Refused Ext 24
Remove
  Group 22
  Profile 13
  Trunk Group 23
Remove 11, 12, 13, 22, 23
Remove All 12
Remove Callback Request Message/Lost Call 11
Remove Profile 13
Remove Wallboard Device 47
Reporter 1
Request 10
Reset All DNs 14
Reset Single DNs 14
Reset Statistics 14
Reset Stats 14
Reset Time 19
Resets 14
Respect
  Priority Level 9
Respect 9
Restart Call Center View 20
Results 75
Ringing 24
Rostering 1
RTS 26
RTS Display 26
RTS Display Selection
  alter 26
RTS Display Selection 26
Run
  Call Center 64
  CCV Alarm Reporter application 2
  Server PC 4
Run 2, 4, 64

S

S 4, 5, 9, 14, 42, 45, 46, 47, 48, 59, 71, 74, 76, 79
Save .. 8, 20, 22, 23, 24, 26, 27, 28, 30, 31, 33, 37, 48
Save Callback Request/Lost Call List 12
Save List 47
Schedule List 9
Scheduled Messages 9
Scheduled Messages List
  Wallboard Server 48
Scheduled Messages List 48
Screen
  Print 11
Screen 11
Script 45
Scripted Alarm Messages 45
Search
  Delta Server 4
Search 4
Search button 4
Secs 16
See
  CCC System Administrator's Manual 9
See 9
Select Agents/Groups/Trunks
  setting 39
Select Agents/Groups/Trunks 35, 39
Select Directory Number 14, 15, 16, 28, 31
Select Standard Message 9
Select Stats 14
Select Supervisor Message 9
Selection 24, 30
Selects
  Agent Group 27
  Auto Format Columns 59, 71
  colour 33, 49
  Display Logged Off Agents 49
  Dn Name 10
  Group Statistic 26
  PC 11
  Wallboard 42
Selects 10, 11, 26, 27, 33, 42, 49, 59, 71
Send
  Alarm 46
Send 9, 46

Send Message 9
Seq....12
Server 2, 4, 9
Server PC
running....4
Server PC 4
Service
Grade....17
Service....17
Set
05....47
10....43
20....39, 43
45....15
60....50
80....43
Clear Low....39
Directory Number Order 28
emails 18
English 20
Select Agents/Groups/Trunks....39
Set.... 15, 16, 17, 18, 19, 20, 39, 43, 47, 50
Set Answer Times....16
Set Log Off Time....19
Set Lost Call Threshold 17
Set PCA Target Time....15
Set Reset Time 19
Set Up....5, 6, 8, 52
Set Up menu20, 21, 26, 27, 28, 31, 46, 48, 49, 50, 52
Setting User Data Path 20
Setup....51, 55
Setup menu....51
Setup/Alarm Trip Points
Queue/Utilisation 39
Time....38
Setup/Alarm Trip Points....36, 38, 39
Shift + F3 8
Show....21
Show Network Details on Start-up....21
Site Name 6
Specify Alarm Values....36
Spectrum....9, 46, 47
Spectrum, Ferrograph....9
Spin Buttons....28, 35
Start button
Windows taskbar 4
Start button 4
Start CCV....20
Start Time 60, 72
Start Up Option 21
Starting
Call Center View....4, 21
Call Center View application....8
CCC User Access....2
Starting....2, 4, 8, 21
State.... 3, 38, 49, 58, 60, 65, 69, 72, 76
State Colour
change....76
State Colour....76
State Details....49
State/Time....60, 72
Status....64
Step....36
Supervisor....2
Supervisor Messages 9
Support
eBusiness 1
Support 1
System Admin....6
System Admin menu.... 14, 15, 16, 17, 18, 19

T

Target Alarm 37
Target Percentage 37
Target Time....15
Telephone 15, 22, 28
Telephony 1
Text
changes 49
Text....49
Text colour
change 49
Text colour 49
Time
change 47
Setup/Alarm Trip Points....38
Time 6, 38, 47
Today Stats....14
Today/this
groups....58, 69
Today/this 58, 69
Total Call Cost 58, 69
Total Lost Records....14
Transferred From....55, 62
Transferred To 55, 62
Trunk Details....73
Trunk Display Position 71
Trunk Group Monitor.... 3, 67, 72
Trunk Group Monitor View....67
Trunk Group Status....72
Trunk Groups
Add....23
Remove 23
Trunk Groups.... 7, 23, 27, 39, 67
Trunk Monitor....69
Trunk Related Screens 3
Trunk/Agent 7
Trunks....7, 72
Type
Ferrograph 47
Type....45, 47

U

Unacknowledged Alarms 78
Unacknowledged Alarms list....78
Undefined....5
Undefined Directory Numbers 5
Un-named Agent....7
Untick....35
Unticked 27
Update button 2
Update Periods
increase/decrease 50
Update Periods 50, 77
Use
CCV 20
Use....20
User Data Path 20
User Name....2, 6

User/Callback.Dat
Program Files/Avaya/IP Office/CCC/Call Center View/Operator/Administrator/Name 12
User/Callback.Dat 12
User's 8, 20
User's Profile 8
Using 71
Utilisation 39
Utilised 10
Utilising Interactive Directory 1

V

Value
Email Pilot Number 18
Value 18
View logged off Agents 49
View menu 67, 80
Viewing
exiting 52
Layout Display Selection 59, 71
Real Time Status 59, 71
Viewing 5, 52, 59, 71, 72
Voicemail Pro 10

W

Waiting 39
Wallboard
Selects 42
Wallboard 1, 2, 9, 42, 46, 47
Wallboard Destination List 47
Wallboard Devices 6, 47
Wallboard Manager 1
Wallboard Manager Browser 47
Wallboard Manager Manual 10
Wallboard Msg Database 20
Wallboard Probe Time 47
Wallboard Server Browser 11
Wallboard Server Browser menu 9
Wallboard Servers
lists 47
Scheduled Messages List 48
Wallboard Servers 9, 47, 48
WB Alarm Scripts 2
WB Destination 42
Web Call Back 1
Web Chat 1
Windows taskbar
Start button 4
Windows taskbar 4
Workforce Management 1
Workforce Management Interface 1

Y

Yes 5, 13, 14, 15, 16
Yes button 51

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